

MC311 Data Summary

March 26, 2013

Data from 3/10/2013 – 3/23/2013 (two weeks)

Top 15 Service Requests

Rank	Dept.	Service Request	# of Requests	Previous Period	Council District*				
					1	2	3	4	5
1	DEP	Bulk Trash Pick-Up Request	938	799	260	37	26	250	327
2	FIN	Requests to discuss property tax bill	803	863	43	37	27	34	23
3	DEP	22 Gallon Bin Request	782	700	146	229	74	179	137
4	DEP	Scrap Metal Pick-Up Request	728	567	194	103	39	177	199
5	DPS	Schedule DPS Inspection	699	579	46	14	15	11	28
6	DOT	Call 'N' Ride Complaint	310	88	31	33	63	55	46
7	DEP	22 Gallon Bin Pick-up	255	241	55	81	21	52	43
8	DPS	Permit, Plan Review or Inspection Status	249	205	40	15	9	22	19
9	—	MANNA Food Center Referral	244	280	3	41	49	38	51
10	DPS	Building codes for a specific project	231	200	35	18	12	11	11
11	DHCA	Landlord Tenant (LT) Issues	191	154	24	28	20	25	36
12	DOT	Ride On Complaint - Service	152	114					
13	DEP	Field Check for Solid Waste Services	144	138	22	22	13	46	38
14	DHCA	Housing Complaints	134	115	12	40	10	19	31
15	DOT	Pothole Repair	133	115	44	9	9	46	20

Top 15 General Information Requests

Rank	Dept.	Information Request	# of Requests	Previous Period
1	DOT	Ride On Real Time Arrival Info.	4096	3654
2	DOT	Ride On Trip Planning	683	525
3	PIO	MCG Employee Directory	470	397
4	DPS	DPS Building Inspector Contact Info.	408	345
5	DEP	Recycle/Dispose of Solid Waste	195	205
6	DPS	DPS location and hours of operation	170	182
7	DEP	Transfer Station Questions	152	147
8	DOT	Call 'N' Ride Swipe Card Info.	151	43
9	—	Non-MCG Directory Assistance	139	130
10	—	Washington DC 311	114	121
11	—	Maryland State DAT Office Address	95	100
12	POL	Police Department Info.	92	99
13	FIN	Department of Finance Info.	75	85
14	DOT	Call 'N' Ride Program Info.	73	16
15	HHS	HHS Office Info.	70	73

*Location data are not consistently available for all requests

Call Center Performance

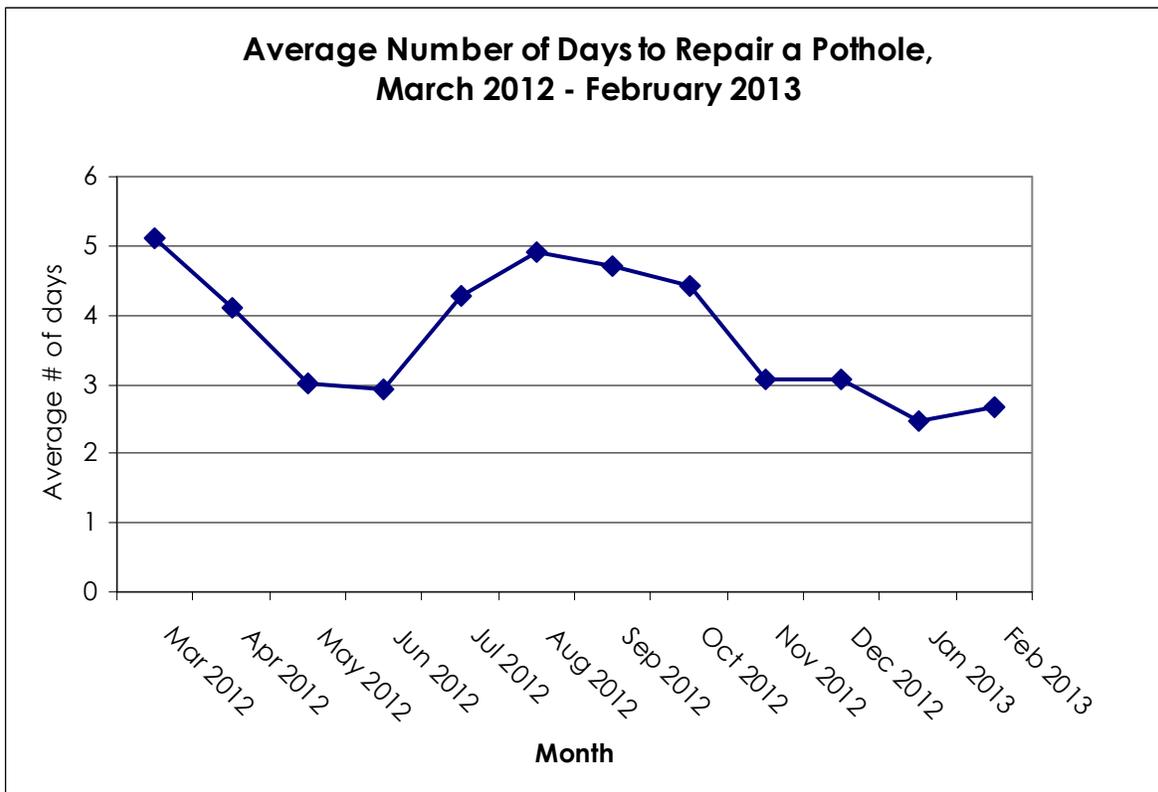
Calls and Requests		Abandoned Calls		Call Times	
Total calls received	19,935	Abandoned call rate (target: <5%)	1.59%	Average seconds to answer (target: <20)	11.4
Total requests (inc. phone, web, walk-in)	21,962			Average call duration, seconds (target: <150)	206

MC311 Request Trends 3/10/2013 – 3/23/2013

- Requests for information on Ride-On Real Time arrivals and trip planning represented approximately 22 percent of all MC311 requests.
- Five of the top fifteen most common types of service requests were for Solid Waste Services, including bulk trash pick-up requests, recycling bin requests and scrap metal pick-up requests.
- The number of Call 'N' Ride complaints more than doubled from the previous two week period
- Requests for pothole repairs were highest in Council Districts 1 and 4.
- Requests for Manna Food Center referrals were highest in Council Districts 3 and 5.

MC311 Spotlight: Pothole Repair Times

This week, OLO examined the trend in the average number of days it took to repair potholes each month over the course of the past twelve months:



MC311 Data Summary

April 9, 2013

Data from 3/24/2013 – 4/6/2013 (two weeks)

Top 15 Service Requests

Rank	Dept.	Service Request	#	Previous Period	Council District*				
					1	2	3	4	5
1	DEP	Bulk Trash Pick-Up Request	957	938	253	30	26	266	339
2	DEP	22 Gallon Recycling Bin Request	778	782	145	234	83	164	139
3	FIN	Requests to discuss property tax bill	774	803	35	39	26	28	27
4	DPS	Schedule DPS Inspection	736	699	50	20	16	18	35
5	DEP	Scrap Metal Pick-Up Request	709	728	190	101	33	184	188
6	DPS	Permit, Plan Review or Inspection Status	268	249	41	16	11	19	24
7	DEP	22 Gallon Bin Pick-up	264	255	73	59	23	52	55
8	—	MANNA Food Center Referral	242	244	6	28	49	47	63
9	DPS	Building codes for specific project	205	231	25	11	2	15	15
10	DEP	Unacceptable for Collection	166	97	61	2	7	66	30
11	DHCA	Landlord Tenant (LT) Issues	155	191	12	38	11	24	31
12	DEP	Field Check for Solid Waste Services	154	144	35	32	14	30	41
13	DHCA	Housing Complaints	131	134	19	30	7	34	28
14	DOT	Pothole Repair	130	133	37	8	3	41	36
15	FIN	Personal Property Tax Billing	123	58	2	6	6	1	13

Top 15 General Information Requests

Rank	Dept.	Information Request	#	Previous Period
1	DOT	Ride On Real Time Arrival Info.	3971	4096
2	DOT	Ride On Trip Planning	702	683
3	PIO	MCG Employee Directory	432	470
4	DPS	DPS Building Inspector Contact Info.	376	408
5	DEP	Recycle/Dispose of Solid Waste	256	195
6	DPS	DPS Location and Hours of Operation	221	170
7	—	Business License Application or Renewal	169	24
8	DEP	Transfer Station Questions	159	152
9	—	Washington DC 311	142	114
10	—	Non-MCG Directory Assistance	124	139
11	—	Maryland State DAT Office address	96	95
12	POL	Police Department Information	88	92
13	HHS	HHS Office Info.	79	70
14	DPS	DPS Fee Schedule	77	59
15	DEP	Recycling Program Questions	76	49

*Location data are not consistently available for all requests

Call Center Performance

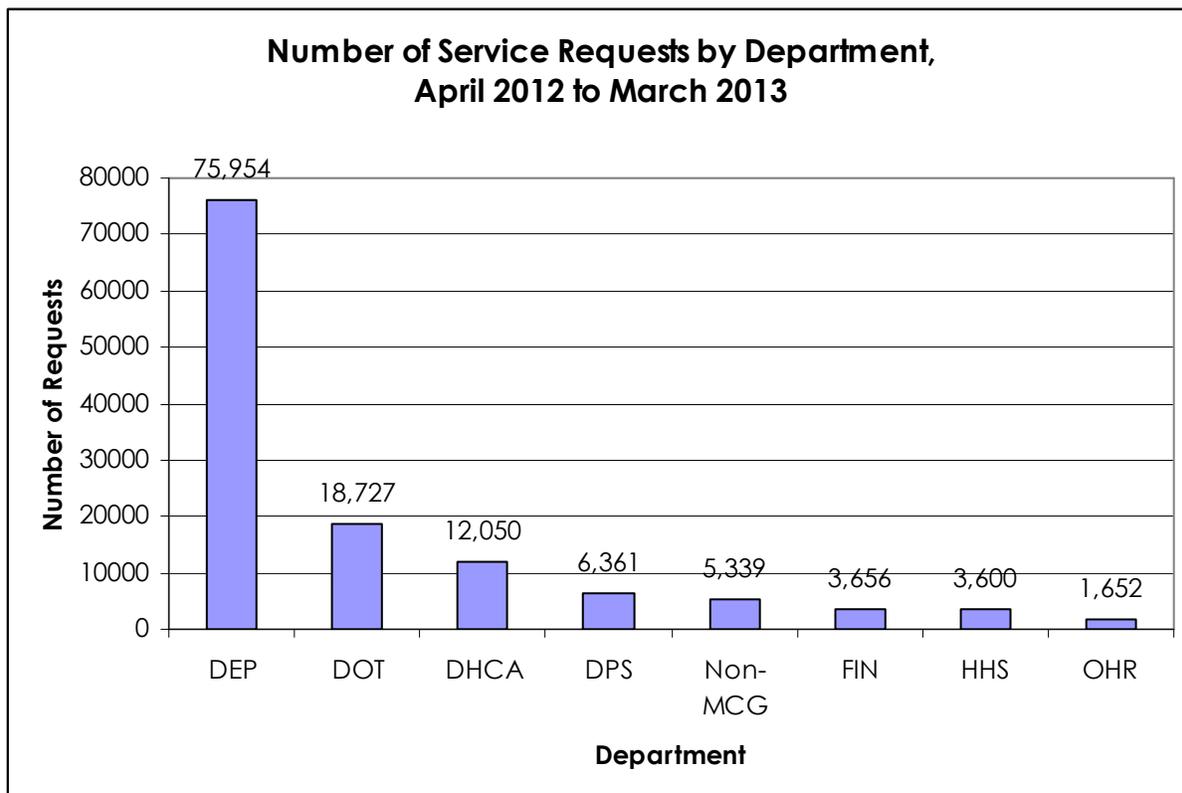
Calls and Requests		Abandoned Calls		Call Times	
Total calls received	17,988	Abandoned call rate (target: <5%)	1.51%	Average seconds to answer (target: <20)	12.2
Total requests (inc. phone, web, walk-in)	21,573			Average call duration, seconds (target: <150)	205

MC311 Request Trends 3/24/2013 – 4/6/2013

- Requests regarding business license applications or renewals were seven times higher than the previous period. Business license applications are processed by the Montgomery County Circuit Court Clerk's Office and expire each year on April 30th.
- Personal property tax billing requests doubled from the previous two week period.
- Call 'N' Ride complaints went down significantly, from 310 complaints in the previous period to 44 complaints.
- Requests for the Department of Permitting Services increased by 11 percent, from 2,177 requests in the previous period to 2,411.

MC311 Spotlight: Requests by Department

Among all of the departments, the Department of Environmental Protection, receives, by far, the most MC311 service requests. This chart shows the number of service requests (not including general information requests) for each department that received at least 1000 requests between April 2012 and March 2013.



MC311 Data Summary

April 23, 2013

Data from 4/7/2013 – 4/20/2013 (two weeks)

Top 15 Service Requests

Rank	Dept.	Service Request	#	Previous Period	Council District*				
					1	2	3	4	5
1	FIN	Discuss Property Tax Bill	1249	774	73	75	47	47	64
2	DEP	Bulk Trash Pick-Up	1194	957	321	57	33	319	418
3	DEP	Scrap Metal Pick-Up	1087	709	270	159	55	312	265
4	DPS	Schedule DPS Building Inspections	836	736	78	36	25	31	42
5	DEP	22 Gallon Bin Drop-off	774	778	176	205	84	165	134
6	DEP	22 Gallon Bin Pick-up	294	264	79	69	39	60	45
7	FIN	Personal Property Tax Billing	247	123	9	13	16	7	12
8	DPS	Permit, Plan Review or Inspection Status	244	268	48	41	10	19	32
9	DEP	Unacceptable for Collection	212	166	92	6	3	69	42
10	—	MANNA Food Center Referral	206	242	3	30	36	43	54
11	DHCA	Housing Complaints	184	131	21	40	13	51	36
12	DHCA	Landlord Tenant Issues	163	155	27	30	20	28	23
13	DEP	Field Check for Solid Waste Services	156	154	37	25	9	50	32
14	DPS	Building Codes for a Specific Project	137	205	27	9	2	12	23
15	DOT	Ride On Complaint - Service	127	92	3	3	4	0	5

Top 15 General Information Requests

Rank	Dept.	Information Request	#	Previous Period
1	DOT	Ride On Real Time Arrival Info.	4174	3971
2	DOT	Ride On Trip Planning	757	702
3	DPS	DPS Building Inspector Contact Info.	466	376
4	PIO	MCG Employee Directory Assistance	409	432
5	—	Business License Application or Renewal	228	169
6	DEP	How To Recycle/Dispose of Solid Waste	277	256
7	DPS	DPS location and hours of operation	213	221
8	DEP	Transfer Station Questions	203	159
9	POL	Police Department Information	164	88
10	—	Washington DC 311	159	142
11	—	State DAT Office Address	102	96
12	—	Non-MCG Directory Assistance	87	124
13	FIN	Department of Finance Info.	80	76
14	DOT	Call 'N' Ride Swipe Card Into.	79	74
15	—	Metro Contact Information	74	72

*Location data are not consistently available for all requests

Call Center Performance

Calls and Requests		Abandoned Calls		Call Times	
Total calls received (during call center hours)	21,166	Abandoned call rate (target: <5%)	2.12%	Average seconds to answer (target: <20)	20.2
Total requests (inc. phone, web, walk-in)	23,379			Average call duration, seconds (target: <150)	217

MC311 Request Trends 4/7/2013 – 4/20/2013

- Overall, there were 2,601 more requests during this period compared with the previous period, which represents a 13 percent increase in MC311 requests.
- Requests related to business license applications or renewals continued to rise, from 169 requests in the previous two-week period to 228 during this period. Business licenses are processed by the Montgomery County Circuit Court Clerk's Office and expire each year on April 30th.
- Requests to discuss property tax bills increased by 61 percent from the previous two-week period and were the most common service request during this period.
- There were 45 service requests for grass damage from the snow event, 42 of which were from Council District 4.
- In addition to the 127 Ride On complaints regarding service, there were 108 complaints regarding driver behavior.

MC311 Spotlight: Tree Requests

The following table provides data on the number of requests to DOT to inspect or prune county trees and the average number of days it took to close the request each month between April 2012 and March 2013. The data do not include requests that are still in progress; only closed requests are included.

Requests to Inspect or Prune County Trees: April 2012 – March 2013

Month Request Was Opened	Number of Requests	Average Days to Close Request
April 2012	75	60
May 2012	121	76
June 2012	144	83
July 2012	234	106
August 2012	168	91
September 2012	133	73
October 2012	97	48
November 2012	44	26
December 2012	24	26
January 2013	24	18
February 2013	27	10
March 2013	9	11
AVERAGE	92	75

MC311 Data Summary

May 7, 2013

Data from 4/21/2013 – 5/4/2013 (two weeks)

Top 15 Service Requests

Rank	Dept.	Service Request	#	Previous Period	Council District*				
					1	2	3	4	5
1	DEP	Bulk Trash Pick-Up	1129	1194	318	44	36	306	379
2	DEP	Scrap Metal Pick-Up	1037	1087	283	162	49	271	260
3	FIN	Discuss property tax bill	856	1249	54	54	41	43	36
4	DPS	DPS Building Construction Inspections	775	836	62	30	10	32	24
5	DEP	22 Gallon Bin Drop-Off	725	774	163	207	73	147	126
6	DEP	Unacceptable for Collection	328	212	93	5	27	141	57
7	DEP	22 Gallon Bin Pick-Up	290	294	71	73	37	56	48
8	—	MANNA Food Center Referral	205	206	3	37	32	38	52
9	DPS	Permit, Plan Review or Inspection Status	204	244	51	13	12	15	25
10	DHCA	Housing Complaints	182	184	18	23	22	51	37
11	DHCA	Landlord Tenant Issues	176	163	30	25	14	31	27
12	DEP	Field Check for Solid Waste Services	145	156	42	17	12	34	36
13	DPS	Building Codes for a Specific Project	137	137	30	13	7	10	19
14	FIN	Personal Property Tax Billing	131	247	4	5	5	3	8
15	DOT	Ride On Complaint - Driver Behavior	112	101	3	3	1	1	3

*Location data are not consistently available for all requests

Top 15 General Information Requests

Rank	Dept.	Information Request	#	Previous Period
1	DOT	Ride On Real Time Arrival Info.	3755	4174
2	DOT	Ride On Trip Planning	738	757
3	DPS	DPS Building Inspector Contact Info.	490	466
4	PIO	MCG Employee Directory Assistance	425	409
5	DEP	How To Recycle/Dispose of Solid Waste	263	277
6	DPS	DPS Location and Hours of Operation	187	213
7	DEP	Transfer Station Questions	184	203
8	—	Washington DC 311	162	159
9	—	Business License Application or Renewal	143	228
10	POL	Police Department Information	122	164
11	DEP	Residential Trash and Recycling Literature	101	90
12	—	State DAT Office Address	93	102
13	—	Non-MCG Directory Assistance	89	87
14	DEP	Curbside Recycling Program Questions	74	59
15	—	Metro Contact Information	68	74

Call Center Performance

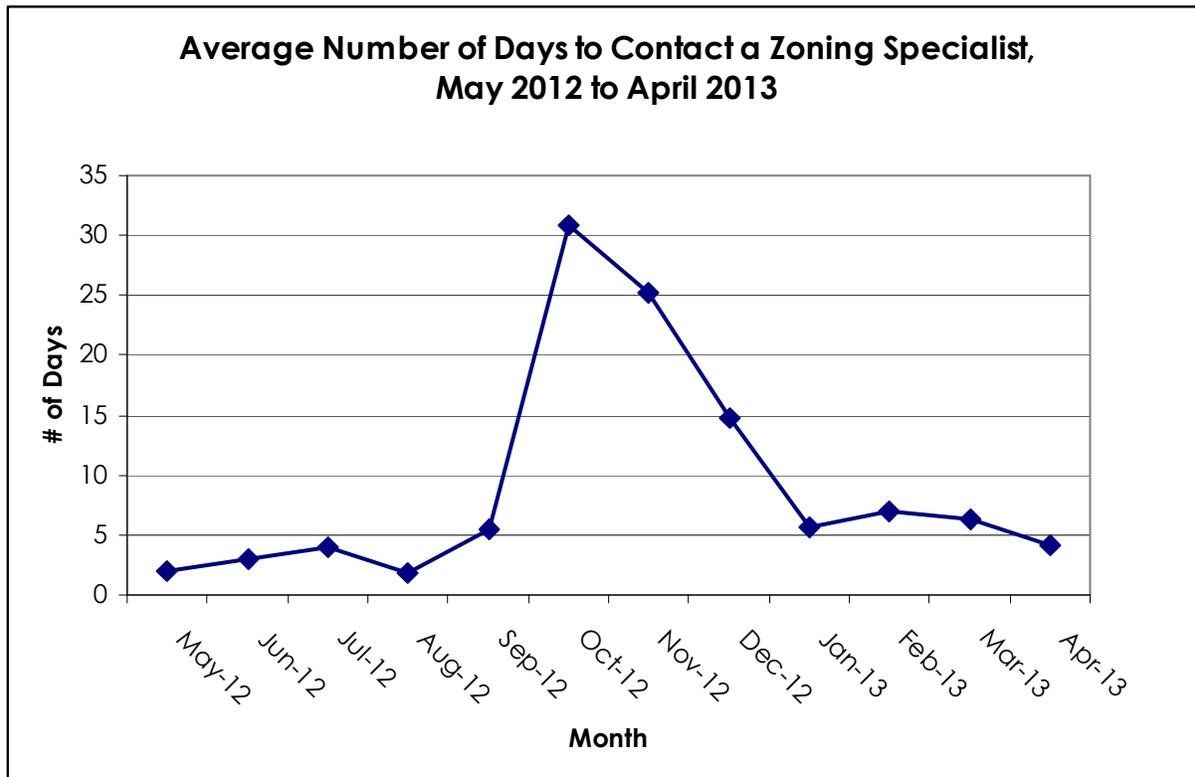
Calls and Requests		Abandoned Calls		Call Times	
Total calls received (during call center hours)	19,297	Abandoned call rate (target: <5%)	3.76%	Average seconds to answer (target: <20)	34
Total requests (inc. phone, web, walk-in)	21,731			Average call duration, seconds (target: <240)	221

MC311 Request Trends 4/21/2013 – 5/4/2013

- On Monday, April 29th, the 311 Call Center's abandoned call rate was approximately 22 percent, and the Call Center took approximately 210 seconds, on average, to answer a call. On all other days during the two-week period, the abandoned call rate never exceeded 3 percent, and the Call Center took fewer than 20 seconds, on average, to answer a call.
- Requests to discuss property tax bills decreased by approximately 31 percent and requests related to personal property tax billing decreased by approximately 47 percent from the previous two-week period.
- Requests regarding business license applications or renewals began to decrease again after increasing during the two previous periods; business licenses expire each year on April 30th.
- 53 requests were made for DHCA during this period related to "tall grass on private property where the property is occupied," compared with 3 requests of this kind made during the previous period.

MC311 Spotlight: Zoning Specialist Requests

The data in the following chart shows the average, by month, of the number of days to close a request to DPS to contact a zoning specialist. The time to close these requests ranged between 2 and 7 days most months. However, between October and December of 2012 this number ranged between 15 and 31 days.



MC311 Data Summary

May 21, 2013

Data from 5/5/2013 – 5/18/2013 (two weeks)

Top 15 Service Requests

Rank	Dept.	Service Request	#	Previous Period	Council District*				
					1	2	3	4	5
1	DEP	Bulk Trash Pick-Up	1085	1129	303	28	31	290	377
2	DEP	Scrap Metal Pick-Up	1028	1037	278	165	51	270	239
3	DPS	DPS Building Construction Inspections	830	775	53	28	14	17	37
4	DEP	22 Gallon Bin Drop-Off	752	725	143	200	86	155	153
5	FIN	Discuss property tax bill	596	856	39	50	24	25	32
6	DEP	22 Gallon Bin Pick-up	276	290	67	71	34	55	49
7	DHCA	Housing Complaints	235	182	36	45	11	58	62
8	DEP	Unacceptable for Collection	207	328	74	0	9	72	47
9	—	MANNA Food Center Referral	205	205	6	28	47	39	49
10	DPS	Permit, Plan Review or Inspection Status	202	204	35	26	7	13	25
11	DHCA	Landlord Tenant Issues	184	176	18	43	11	21	31
12	DEP	Field Check For Solid Waste Services	161	145	34	22	20	33	47
13	DOT	Ride On Complaint - Service	154	95	3	2	1	1	7
14	DOT	Ride On Complaint - Driver Behavior	127	112	0	0	0	1	2
15	DHCA	Tall Grass on Occupied Private Property	117	53	10	12	13	36	39

Top 15 General Information Requests

Rank	Dept.	Information Request	#	Previous Period
1	DOT	Ride On Real Time Arrival Info.	4094	3755
2	DOT	Ride On Trip Planning	761	738
3	DPS	DPS Building Inspector Contact Info.	446	490
4	PIO	MCG Employee Directory Assistance	371	425
5	DEP	How To Recycle/Dispose of Solid Waste	251	263
6	DEP	Transfer Station Questions	198	184
7	DPS	DPS Location and Hours of Operation	160	187
8	POL	Police Department Information	154	122
9	—	Washington DC 311	138	162
10	—	Non-MCG Directory Assistance	106	89
11	DEP	Residential Trash and Recycling Literature	102	101
12	POL	Police Most Requested Phone Numbers	81	49
13	DEP	Curbside Recycling Program Questions	76	74
14	—	State DAT Office address	74	93
15	—	Business License Application or Renewal	73	143

*Location data are not consistently available for all requests

Call Center Performance

Calls and Requests		Abandoned Calls		Call Times	
Total calls received (during call center hours)	19,173	Abandoned call rate (target: <5%)	1.57%	Average seconds to answer (target: <20)	11.7
Total requests (inc. phone, web, walk-in)	21,725			Average call duration, seconds (target: <240)	219

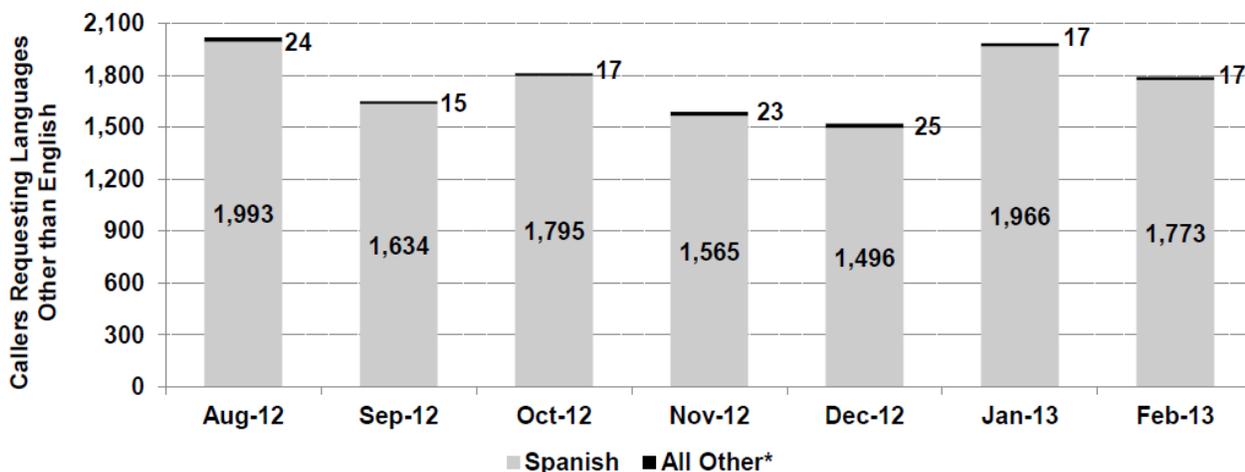
MC311 Request Trends 5/5/2013 – 5/18/2013

- Ride On complaints related to service increased by 62 percent from the previous period and Ride On complaints for driver behavior increased by 13 percent.
- 219 requests were made during this two-week period regarding tall grass on occupied private properties and on vacant or unimproved lots, a 158 percent increase from the previous period.
- Requests for the Aging and Disability Resource Unit (ADRU) totaled 76 during this two-week period, a 65 percent increase from the previous period.
- Requests to inspect or prune county trees increased from 57 in the previous period to 84 in this two-week period.

MC311 Spotlight: Non-English Speaker Calls

The following chart from the April 10, 2013 CountyStat presentation on the MC311 Semi-Annual Performance Review shows the monthly number of MC311 callers requesting to speak a language other than English. Approximately 99 percent of those callers (between 1,496 and 1,993 each month) requested to speak in Spanish.

MC311 Customer Service Center Utilization Callers Requesting to Speak a Language Other Than English (8/12-2/13)



**The most requested languages other than Spanish were French, Russian, Mandarin, Cantonese, Korean, Japanese, Eritrean, Amharic.*

Source: CountyStat, "MC311 Semi-Annual Performance Review," April 10, 2013

MC311 Data Summary

June 4, 2013

Data from 5/19/2013 – 6/1/2013 (two weeks)

Top 15 Service Requests

Rank	Dept.	Service Request	#	Previous Period	Council District*				
					1	2	3	4	5
1	DEP	Bulk Trash Pick-Up	1268	1085	328	36	31	379	453
2	DEP	Scrap Metal Pick-Up	1100	1028	287	148	50	311	289
3	DPS	Schedule DPS Construction Inspections	838	830	56	36	10	32	50
4	DEP	22 Gallon Bin Drop-Off	806	752	138	239	76	184	158
5	FIN	Discuss property tax bill	516	596	31	39	22	19	32
6	DEP	22 Gallon Bin Pick-up	288	276	65	75	31	63	52
7	DHCA	Housing Complaints	228	235	29	48	21	55	54
8	—	MANNA Food Center Referral	203	205	4	28	33	41	52
9	DPS	Permit, Plan Review or Inspection Status	197	202	46	18	12	10	27
10	DEP	Unacceptable for Collection	193	207	47	15	10	77	43
11	DHCA	Landlord Tenant Issues	188	184	29	37	20	28	34
12	DEP	Field Check for Solid Waste Services	146	161	29	28	13	43	30
13	DOT	Ride On Complaint - Service	143	154	1	3	3	1	4
14	DOT	Ride On Complaint - Driver Behavior	131	127	0	0	0	0	0
15	DHCA	Tall Grass on Occupied Private Property	123	117	17	10	14	40	32

Top 15 General Information Requests

Rank	Dept.	Information Request	#	Previous Period
1	DOT	Ride On Real Time Arrival Info.	3502	4094
2	DOT	Ride On Trip Planning	671	761
3	DPS	DPS Building Inspector Contact Info.	409	446
4	DEP	Holiday Schedule for Trash & Recycling	342	4
5	PIO	MCG Employee Directory Assistance	340	371
6	DEP	How To Recycle/Dispose of Solid Waste	259	251
7	DEP	Transfer Station Questions	167	198
8	—	Washington DC 311	124	138
9	DEP	Residential Trash & Recycling Literature	121	102
10	DPS	DPS Location and Hours of Operation	121	160
11	POL	Police Department Information	120	154
12	—	Non-MCG Directory Assistance	93	106
13	DEP	Curbside Recycling Program Questions	76	76
14	—	Metro Contact Information	76	72
15	—	State DAT Office address	68	74

*Location data are not consistently available for all requests

Call Center Performance

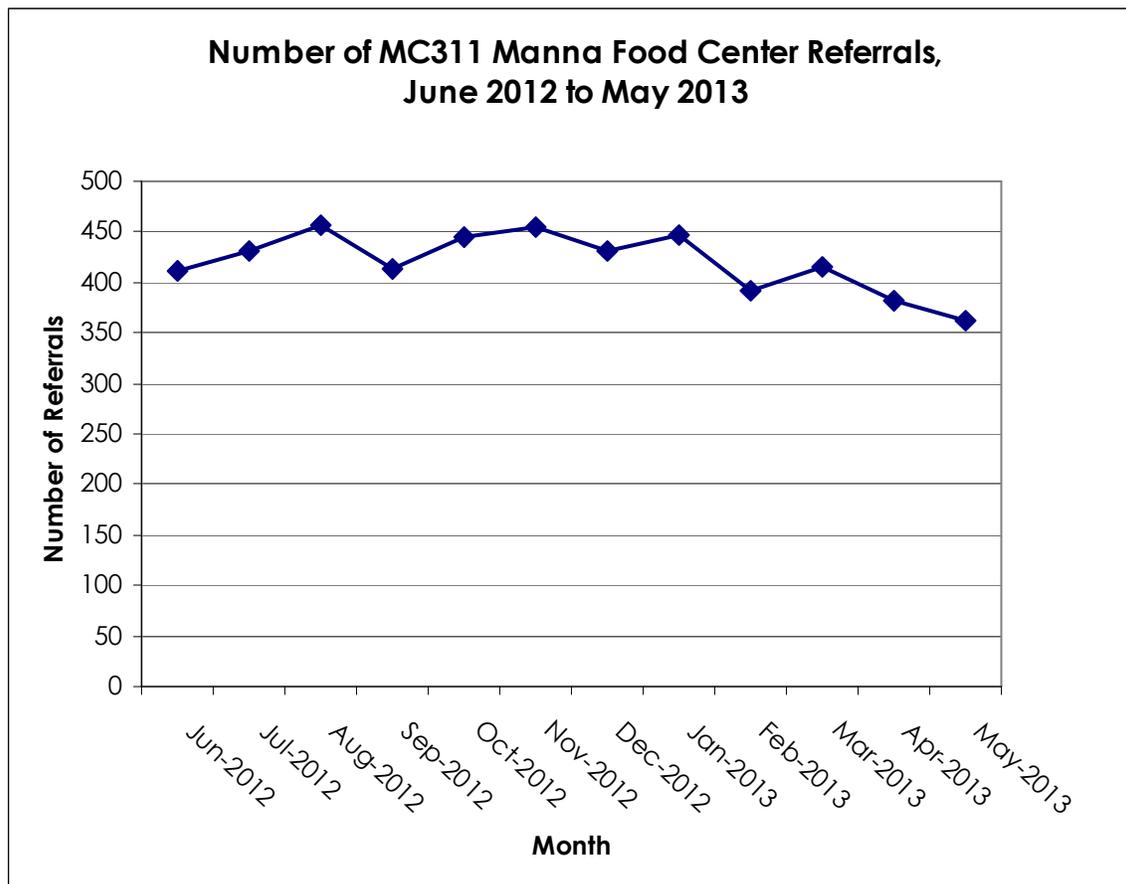
Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours	18,734	Abandoned call rate (target: <5%)	2.63%	Average seconds to answer (target: <20)	15.2
Total requests (inc. phone, web, walk-in)	20,808			Average call duration, seconds (target: <240)	230

MC311 Request Trends 5/19/2013 – 6/1/2013

- During this two-week period, requests for Ride On real time arrival information decreased by 14 percent from the previous period.
- 67 calls were made during this two-week period to report dead animals along the roadway, which represents a 72 percent increase from the previous period, when 39 such calls were made.
- The Department of Finance received 47 requests related to "Information printed on the tax bill," during this two-week period, which represents a 68 percent increase from the previous period, when 28 such requests were made.

MC311 Spotlight: Manna Food Center

The chart below shows the number of Manna Food Center referrals by month during the past twelve months. In order to receive food from the Manna Food Center, an individual must receive a referral, which involves answering a few questions to verify eligibility. Calling MC311 is one way to obtain a referral; individuals can also contact the Manna Food Center directly or contact one of numerous other referral agencies.*



* See <http://www.mannafood.org/index.cfm?page=receive-food> for more information

MC311 Data Summary

June 18, 2013

Data from 6/2/2013 – 6/15/2013 (two weeks)

Top 15 Service Requests

Rank	Dept.	Service Request	#	Previous Period	Council District*				
					1	2	3	4	5
1	DEP	Bulk Trash Pick-Up	1198	1268	355	39	43	347	383
2	DEP	Scrap Metal Pick-Up	1081	1100	292	153	63	306	255
3	DEP	22 Gallon Bin Drop-Off	817	806	173	221	80	177	157
4	DPS	Schedule DPS Construction Inspections	807	838	69	25	14	15	44
5	FIN	Requests to Discuss Property Tax Bill	595	516	41	50	19	26	31
6	DEP	22 Gallon Bin Pick-up	276	288	77	61	23	51	63
7	DEP	Unacceptable for Collection	254	193	66	10	4	130	43
8	—	MANNA Food Center Referral	227	203	5	33	34	41	52
9	DHCA	Landlord Tenant Issues	208	188	36	50	26	29	28
10	DOT	Tree or Limb on Ground (Non Emergency)	199	143	36	6	26	82	27
11	DHCA	Housing Complaints	194	228	21	43	18	38	48
12	DPS	Permit, Plan Review or Inspection Status	159	197	30	22	5	11	21
13	DEP	Field Check for Solid Waste Services	155	146	31	22	13	42	40
14	DOT	Ride On Complaint - Driver Behavior	152	131	0	1	2	2	1
15	DPS	Building Codes for a Specific Project	141	108	28	22	10	19	8

Top 15 General Information Requests

Rank	Dept.	Information Request	#	Previous Period
1	DOT	Ride On Real Time Arrival Info.	3642	3502
2	DOT	Ride On Trip Planning	763	671
3	DPS	DPS Building Inspector Contact Info.	389	409
4	PIO	MCG Employee Directory Assistance	351	340
5	DEP	How To Recycle/Dispose of Solid Waste	236	259
6	DEP	Transfer Station Questions	204	167
7	DPS	DPS Location and Hours of Operation	151	121
8	—	Washington DC 311	123	124
9	POL	Police Department Information	123	120
10	—	Non-MCG Directory Assistance	115	93
11	DEP	Residential Trash & Recycling Literature	100	121
12	DEP	Curbside Recycling Questions	93	76
13	POL	Police Frequently Requested Phone #s	80	51
14	—	Metro Contact Information	77	76
15	DEP	Yard Trim Recycling Questions	76	55

*Location data are not consistently available for all requests

Call Center Performance

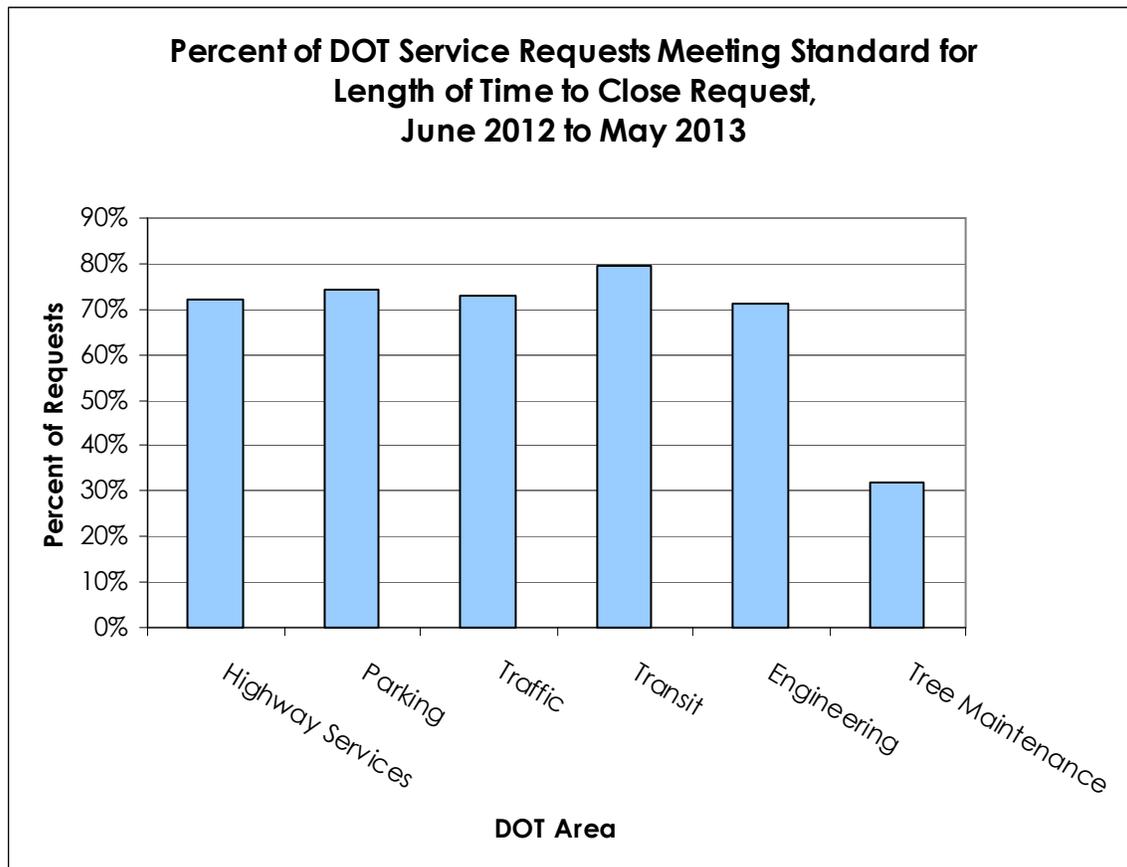
Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours	20,531	Abandoned call rate (target: <5%)	2.2%	Average seconds to answer (target: <20)	14.8
Total requests (inc. phone, web, walk-in)	22,420			Average call duration, seconds (target: <240)	234

MC311 Request Trends 6/2/2013 – 6/15/2013

- During this two-week period, residents made 117 emergency requests regarding trees or limbs blocking the roadway and 199 non-emergency requests regarding trees or limbs on the ground. During the previous period, individuals made a combined total of 45 similar requests.
- Residents made 55 requests related to clogged storm drains during this two-week period, up from 20 requests during the previous period.
- Residents filed 88 walk-in landlord-tenant complaints during this two-week period compared with 21 complaints filed during the previous period.
- Residents made 39 requests related to the Ride On Youth Cruiser Pass fares during this two-week period compared with 10 requests during the previous period.

MC311 Spotlight: Department of Transportation

The chart below shows the percent of service requests in each major DOT area that have met the standard for the maximum length of time it should take to close the request, known as the “Service Level Agreement Days,” or SLA days.



MC311 Data Summary

July 2, 2013

Data from 6/16/2013 – 6/29/2013 (two weeks)

Top 15 Service Requests

Rank	Dept.	Service Request	#	Previous Period	Council District*				
					1	2	3	4	5
1	DEP	Bulk Trash Pick-Up	1340	1198	409	38	39	384	424
2	DEP	Scrap Metal Pick-Up	1162	1081	304	175	61	322	275
3	DEP	22 Gallon Bin Drop-Off	865	817	208	219	82	204	130
4	DPS	Schedule DPS Construction Inspections	809	807	66	27	11	29	33
5	FIN	Requests to Discuss Property Tax Bill	510	595	35	40	24	20	16
6	DEP	22 Gallon Bin Pick-up	314	276	85	70	33	61	55
7	DHCA	Housing Complaints	220	194	22	42	17	68	50
8	—	MANNA Food Center Referral	214	227	4	40	39	51	42
9	DHCA	Landlord Tenant Issues	205	208	32	41	23	30	25
10	DPS	Permit, Plan Review or Inspection Status	190	159	33	33	10	16	15
11	DEP	Unacceptable for Collection	175	254	87	3	13	29	42
12	DOT	Tree or Limb Fallen (Non Emergency)	170	199	32	4	8	77	24
13	DEP	Field Check for Solid Waste Services	146	155	31	30	5	45	31
14	DPS	Building Codes For a Specific Project	137	141	26	6	7	12	25
15	DOT	Inspect, Remove or Prune County Tree	128	126	21	10	8	50	31

*Location data are not consistently available for all requests

Top 15 General Information Requests

Rank	Dept.	Information Request	#	Previous Period
1	DOT	Ride On Real Time Arrival Info.	3349	3642
2	DOT	Ride On Trip Planning	766	763
3	DPS	DPS Building Inspector Contact Info.	477	389
4	PIO	MCG Employee Directory Assistance	414	351
5	DEP	How To Recycle/Dispose of Solid Waste	281	236
6	DEP	Transfer Station Questions	221	204
7	DPS	DPS Location and Hours of Operation	189	151
8	—	Non-MCG Directory Assistance	129	115
9	—	Washington DC 311	119	123
10	POL	Police Department Information	115	123
11	DEP	Residential Trash & Recycling Literature	113	100
12	DEP	Yard Trim Recycling Questions	92	76
13	DEP	Curbside Recycling Program Questions	91	93
14	—	Metro Contact Information	84	77
15	MCPL	Library Information and Resources	82	48

Call Center Performance

Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours	19,751	Abandoned call rate (target: <5%)	2.84%	Average seconds to answer (target: <20)	19.8
Total requests (inc. phone, web, walk-in)	21,879			Average call duration, seconds (target: <240)	230

MC311 Request Trends 6/16/2013 – 6/29/2013

- Bulk trash pick-up requests during this two-week period increased by approximately 12 percent from the previous period.
- Residents made 82 requests for information and resources from Montgomery County Public Libraries during this two-week period, compared with 48 similar requests made in the previous period.
- During this two-week period, residents made 63 requests for contact information for the Department of Finance, compared with 38 similar requests made during the previous period.
- Residents made 45 requests for the Washington Suburban Sanitary Commission (WSSC) during this two-week period, compared with 26 similar requests made during the previous period.

MC311 Spotlight: Housing Code Enforcement

Between July 2012 and June 2013, about half of all requests for the Department of Housing and Community Affairs were in the area of code enforcement. The table below shows the top ten code enforcement requests made during that period and the percentage of those requests that met the SLA days – meaning the standard for the maximum number of days it should take to close that request.

Top Ten Code Enforcement Requests for DHCA between July, 2012 and June, 2013

Rank	Service Request*	# of Requests	SLA Days – Expected Days to Close Request	% of Requests Closed Within SLA Days
1	Housing Complaints	3170	30	51%
2	Tall Grass on Private Property Where the Property is Occupied	590	20	78%
3	Tall Grass on Private Property Where the Property is Vacant or an Unimproved Lot	383	20	50%
4	Untagged, Abandoned, Dysfunctional, or Inoperable Vehicle on Private Property	278	30	49%
5	Dead Tree or Branches on Private Property	250	30	50%
6	Trash, Litter, Debris, Solid Waste on Private Property or Commercial Property	242	30	48%
7	Bedbugs, Roaches, Mice, Rat Infestation/Extermination in Residential Rental Units	199	30	54%
8	Complaint or Compliment Regarding DHCA Housing Code Enforcement Staff	119	3	25%
9	Maximum Occupancy For House or Apartment	105	30	55%
10	Overgrown Bushes, Shrubbery Encroaching Onto a Sidewalk or Roadway From Private Property	70	30	69%

*Service request categories are defined by individual departments

MC311 Data Summary

July 16, 2013

Data from 6/30/2013 – 7/13/2013 (two weeks)

Top 15 Service Requests

Rank	Dept.	Service Request	#	Previous Period	Council District*				
					1	2	3	4	5
1	DEP	Bulk Trash Pick-Up	1326	1340	405	41	60	350	419
2	DEP	Scrap Metal Pick-Up	1112	1162	300	119	65	293	315
3	DEP	22 Gallon Bin Drop-Off	838	865	171	217	89	194	147
4	DPS	Schedule DPS Construction Inspections	678	809	61	28	15	22	29
5	FIN	Requests to Discuss Property Tax Bill	574	510	14	18	16	13	13
6	DEP	22 Gallon Bin Pick-Up	319	314	85	64	45	70	52
7	DHCA	Housing Complaints	247	220	33	45	10	48	86
8	—	MANNA Food Center Referral	206	214	4	26	38	48	46
9	DHCA	Landlord Tenant Issues	193	205	29	26	26	30	41
10	DPS	Permit, Plan Review or Inspection Status	162	190	40	14	13	13	20
11	DEP	Field Check for Solid Waste Services	160	146	42	25	4	44	40
12	DOT	Inspect, Remove or Prune County Tree	156	128	36	11	11	50	39
13	POL	Dead Animal on the Roadway	147	73	24	30	13	27	29
14	DEP	Unacceptable for Collection	145	175	75	6	11	15	38
15	DEP	Cart Repair (Paper Recycling)	107	109	34	8	10	28	25

*Location data are not consistently available for all requests

Top 15 General Information Requests

Rank	Dept.	Information Request	#	Previous Period
1	DOT	Ride On Real Time Arrival Info.	2771	3349
2	DOT	Ride On Trip Planning	665	766
3	DPS	DPS Building Inspector Contact Info.	385	477
4	PIO	MCG Employee Directory Assistance	352	414
5	DEP	How To Recycle/Dispose of Solid Waste	237	281
6	DEP	Transfer Station Questions	214	221
7	DPS	DPS Location and Hours of Operation	191	189
8	POL	Police Department Information	122	115
9	DEP	Holiday Schedule for Trash & Recycling	120	3
10	—	Non-MCG Directory Assistance	113	129
11	FIN	Annual Tax Bill Mailing	103	32
12	DEP	Residential Trash & Recycling Literature	97	113
13	—	Washington DC 311	88	119
14	FIN	Dept. of Finance Contact Information	76	63
15	MCPL	Library Information and Resources	73	82

Call Center Performance

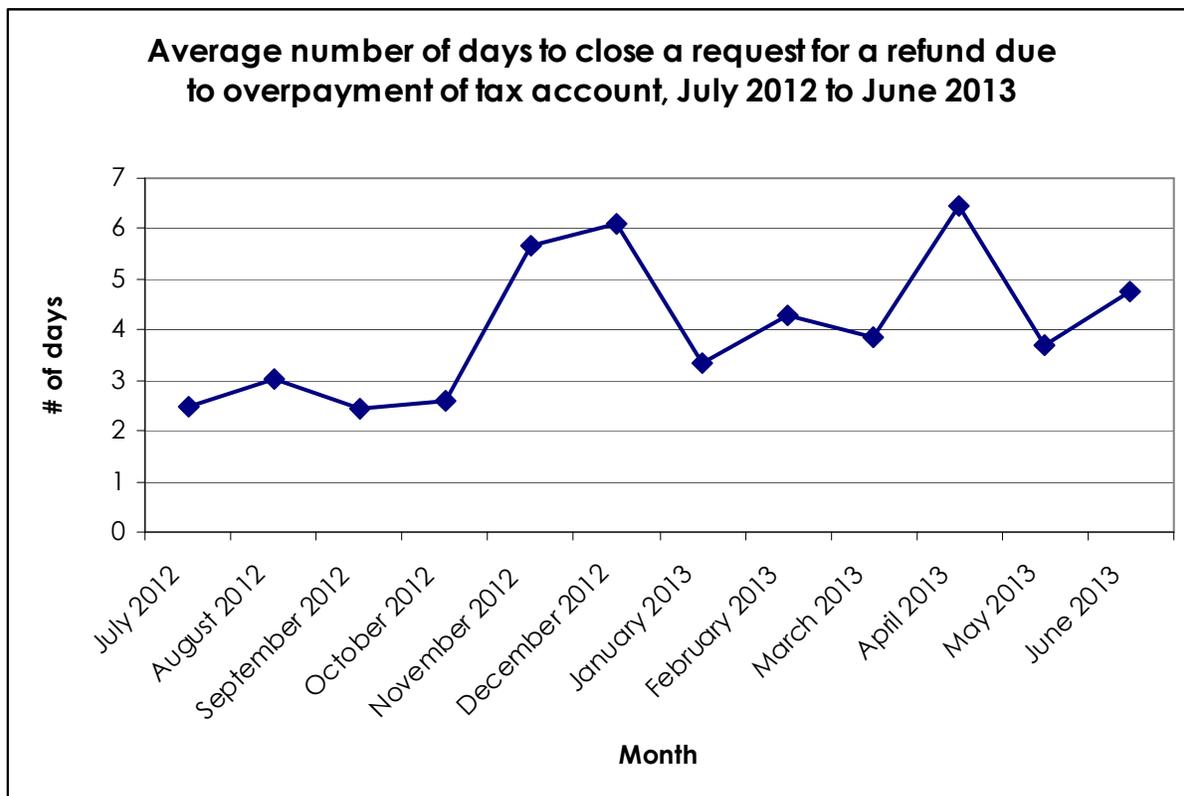
Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours	18,379	Abandoned call rate (target: <5%)	3.04	Average seconds to answer (target: <20)	19.1
Total requests (inc. phone, web, walk-in)	20,316			Average call duration, seconds (target: <240)	215

MC311 Request Trends 6/30/2013 – 7/13/2013

- In this two-week period, residents made 17 percent fewer requests for Ride On real time bus arrival information compared with the previous period.
- Individuals made 103 requests regarding the “Annual Tax Bill Mailing” during this two-week period, compared with 32 similar requests made during the previous period.
- During this two-week period, individuals made 147 requests to report a dead animal along the roadway, which is approximately double the number of similar requests made during the previous period.
- Individuals made 83 requests to file a complaint with the Department of Permitting Services during this two-week period, compared with 63 similar requests made during the previous period.

MC311 Spotlight: Property Tax Refunds

Between July 2012 and June 2013, individuals made a total of 670 requests to the Department of Finance for refunds due to overpayment of real property tax accounts. The chart below shows the average number of days it took to close these requests each month. The standard for the maximum number of days it should take to close this type of request is five.



MC311 Data Summary

July 30, 2013

Data from 7/14/2013 – 7/27/2013 (two weeks)

Top 15 Service Requests

Rank	Dept.	Service Request	#	Previous Period	Council District*				
					1	2	3	4	5
1	DEP	Bulk Trash Pick-Up	1323	1326	438	40	83	343	368
2	FIN	Discuss Property Tax Bill	1064	574	59	48	47	47	43
3	DEP	Scrap Metal Pick-Up Request	1046	1112	294	133	68	262	275
4	DPS	Schedule DPS Construction Inspections	906	678	88	35	19	29	40
5	DEP	22 Gallon Bin Drop-Off	793	838	196	183	73	176	141
6	DEP	22 Gallon Bin Pick-Up	331	319	96	70	33	62	64
7	DHCA	Housing Complaints	292	247	20	130	14	54	50
8	DHCA	Landlord Tenant Issues	221	193	28	48	24	36	29
9	—	MANNA Food Center Referral	203	206	3	34	34	44	51
10	DPS	Permit, Plan Review or Inspection Status	189	162	38	11	14	15	23
11	—	Discuss Property Tax Credits	158	94	1	1	1	0	2
12	DEP	Field Check for Solid Waste Services	150	160	29	21	15	49	34
13	DEP	Unacceptable for Collection	137	145	93	6	4	18	14
14	DOT	Inspect, Remove or Prune County Tree	132	156	49	4	9	42	22
15	DOT	Ride On Complaint - Driver Behavior	128	93	1	1	2	2	0

*Location data are not consistently available for all requests

Top 15 General Information Requests

Rank	Dept.	Information Request	#	Previous Period
1	DOT	Ride On Real Time Arrival Info.	2874	2771
2	DOT	Ride On Trip Planning	716	665
3	DPS	DPS Building Inspector Contact Info.	504	385
4	PIO	MCG Employee Directory Assistance	415	352
5	DEP	How To Recycle/Dispose of Solid Waste	206	237
6	—	State DAT Office address	159	59
7	DEP	Transfer Station Questions	155	214
8	FIN	Annual Tax Bill Mailing	149	103
9	—	Homeowner Property Tax Credit	143	12
10	—	Non-MCG Directory Assistance	141	113
11	DPS	DPS Location and Hours of Operation	135	191
12	POL	Police Department Information	124	122
13	—	Washington DC 311	105	88
14	DEP	Residential Trash & Recycling Literature	101	97
15	FIN	Tax Payment Methods	100	26

Call Center Performance

Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours	21,224	Abandoned call rate (target: <5%)	6.3%	Average seconds to answer (target: <20)	50.7
Total requests (inc. phone, web, walk-in)	22,500			Average call duration, seconds (target: <240)	237

MC311 Request Trends 7/14/2013 – 7/27/2013

- During this two-week period, 6.3 percent of calls to the MC311 call center were abandoned, exceeding the target maximum for abandoned calls of 5 percent.
- Similarly, the average length of time to answer MC311 calls during this two-week period, 50.7 seconds, exceeded the target maximum of 20 seconds.
- During this two-week period, residents made 85 percent more requests to discuss their property tax bills compared with the previous period. In addition, the numbers of other requests related to property taxes, such as requests to discuss property tax credits or for information on the address of the State Department of Assessments and Taxation, also increased substantially from the previous period.
- Residents made 57 requests via MC311 related to their earned income credit (EIC) refund during this two week period, compared with 26 similar requests made during the previous period.

MC311 Spotlight: Customer Service Center

Between July 2012 and June 2013, 16,034 MC311 requests were assigned specifically to the MC311 Customer Service Center (CSC) rather than to another department. The following chart shows the top ten requests types made for the CSC during this 12 month period.

Top Ten Requests Assigned to the MC311 Customer Service Center, July 2012 – June 2013

Request Category	# of Requests
Montgomery County Employee Directory Assistance	10,621
County Offices Closed	2,568
Solution Not Found*	1,603
MC311 General Information	999
MC Leave Policy During Inclement Weather	45
MC311 Compliment (Internal)	44
Repeat Caller	42
MC311 Complaint (Internal)	31
Assistance in Navigating MC311 Portal	25
Listing of Montgomery County Departments	23

* MC311 representatives use the "Solution Not Found" category when they cannot find an appropriate request category in the system to log the request, and instead take notes so that the issue can be researched further.

An additional 22,628 calls to MC311 were logged as "hang up or dropped call," meaning that the caller reached a customer service representative at the CSC but did not make a request before the call was lost or the caller hung up.

MC311 Data Summary

August 13, 2013

Data from 7/28/2013 – 8/10/2013 (two weeks)

Top 15 Service Requests

Rank	Dept.	Service Request	#	Previous Period	Council District*				
					1	2	3	4	5
1	DEP	Bulk Trash Pick-Up	1301	1323	419	52	88	309	381
2	DEP	Scrap Metal Pick-Up	1018	1046	325	117	63	233	255
3	DPS	Schedule DPS Inspections	962	906	89	33	12	37	38
4	DEP	22 Gallon Bin Drop Off	757	793	167	187	64	173	147
5	FIN	Discuss Property Tax Bill	736	1064	61	37	31	31	34
6	DEP	22 Gallon Bin Pick-up	300	331	85	66	31	60	54
7	—	MANNA Food Center Referral	264	203	6	43	42	62	44
8	DHCA	Landlord Tenant Issues	221	221	27	38	26	21	41
9	DPS	Permit, Plan Review or Inspection Status	206	189	47	18	14	23	14
10	DHCA	Housing Complaints	201	292	21	43	12	43	59
11	DEP	Field Check For Solid Waste Services	150	150	35	23	6	52	31
12	DEP	Unacceptable for Collection	132	137	76	3	13	37	1
13	DOT	Inspect, Remove or Prune County Tree	129	132	40	13	14	29	25
14	DPS	Building Codes for Specific Project	125	118	26	13	5	10	12
15	—	Discuss Property Tax Credits or Assessment	117	158	0	0	2	1	0

*Location data are not consistently available for all requests

Top 15 General Information Requests

Rank	Dept.	Information Request	#	Previous Period
1	DOT	Ride On Real Time Arrival Info.	2847	2874
2	DOT	Ride On Trip Planning	648	716
3	DPS	DPS Building Inspector Contact Info.	488	504
4	—	Earned Income Credit Refund	376	57
5	PIO	MCG Employee Directory Assistance	375	415
6	—	Non-MCG Directory Assistance	224	141
7	DEP	How To Recycle/Dispose of Solid Waste	189	206
8	DEP	Transfer Station Questions	155	155
9	POL	Police Department Information	133	124
10	—	Washington DC 311	120	105
11	DPS	DPS Location and Hours	117	135
12	—	State DAT Office Address	101	159
13	—	Earned Income Eligibility	95	18
14	FIN	Annual Tax Bill Mailing	93	149
15	PIO	MC311 General Information	93	35

Call Center Performance

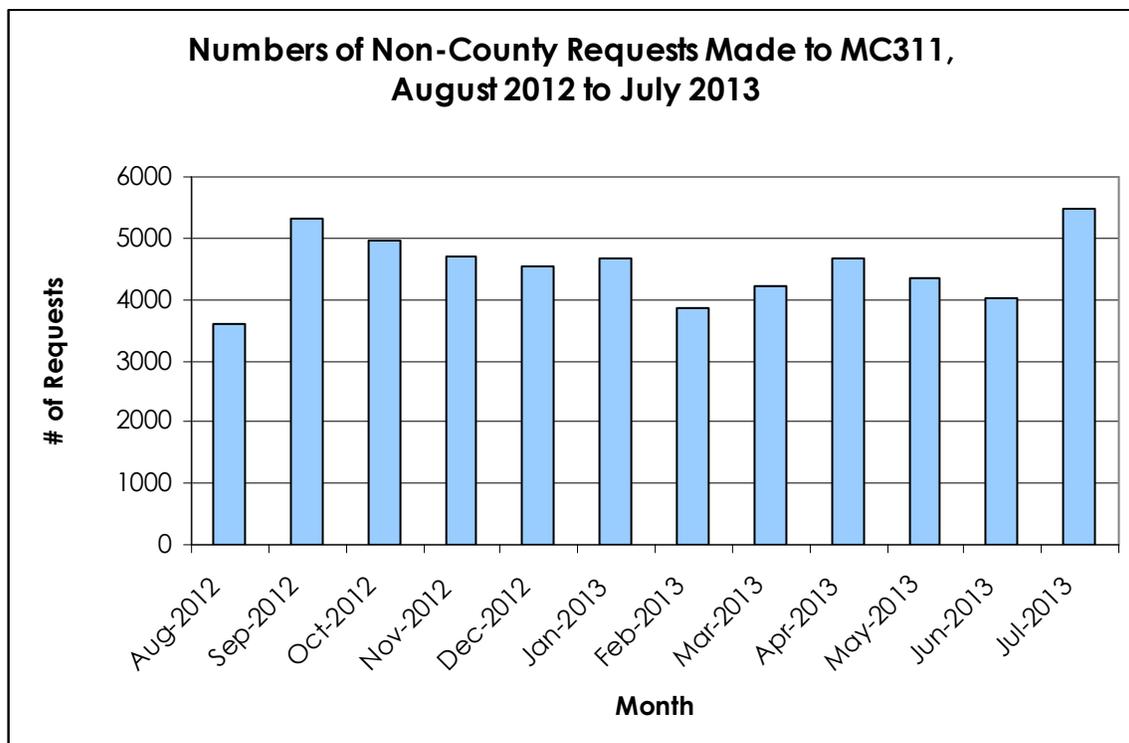
Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours	19,764	Abandoned call rate (target: <5%)	2.99%	Average seconds to answer (target: <20)	22
Total requests (inc. phone, web, walk-in)	22,139			Average call duration, seconds (target: <240)	255

MC311 Request Trends 7/28/2013 – 8/10/2013

- MC311 calls lasted 255 seconds on average during this two-week period, exceeding the target maximum of 240 seconds.
- Residents made 376 requests regarding earned income credit (EIC) refunds during this two-week period, compared with 57 similar requests made during the previous period. Additionally, residents made 95 requests regarding eligibility for the EIC during this period, compared with 18 similar requests made during the previous period.
- Individuals made 224 requests for non-County directory assistance during this two-week period, which represents a 59 percent increase from the previous period.
- Residents made 42 requests regarding permits required for a fence, deck or shed during this two-week period, compared with 22 such requests made during the previous period.

MC311 Spotlight: Non-County Requests

Between August 2012 and July 2013, individuals made 54,352 requests that pertained to non-County agencies and organizations. The following chart shows the numbers of these requests made each month during the year-long period.



MC311 Data Summary

August 13, 2013

Data from 7/28/2013 – 8/10/2013 (two weeks)

Top 15 Service Requests

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14	DPS	Building Codes for Specific Project	125	118	26	13	5	10	12
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2	DOT	Ride On Trip Planning	648	716
3	DPS	DPS Building Inspector Contact Info.	488	504
4	—	Earned Income Credit Refund	376	57
5	PIO	MCG Employee Directory Assistance	375	415
6	—	Non-MCG Directory Assistance	224	141
7	DEP	How To Recycle/Dispose of Solid Waste	189	206
8	DEP	Transfer Station Questions	155	155
9	POL	Police Department Information	133	124
10	—	Washington DC 311	120	105
11	DPS	DPS Location and Hours	117	135
12	—	State DAT Office Address	101	159
13	—	Earned Income Eligibility	95	18
14	FIN	Annual Tax Bill Mailing	93	149
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Call Center Performance

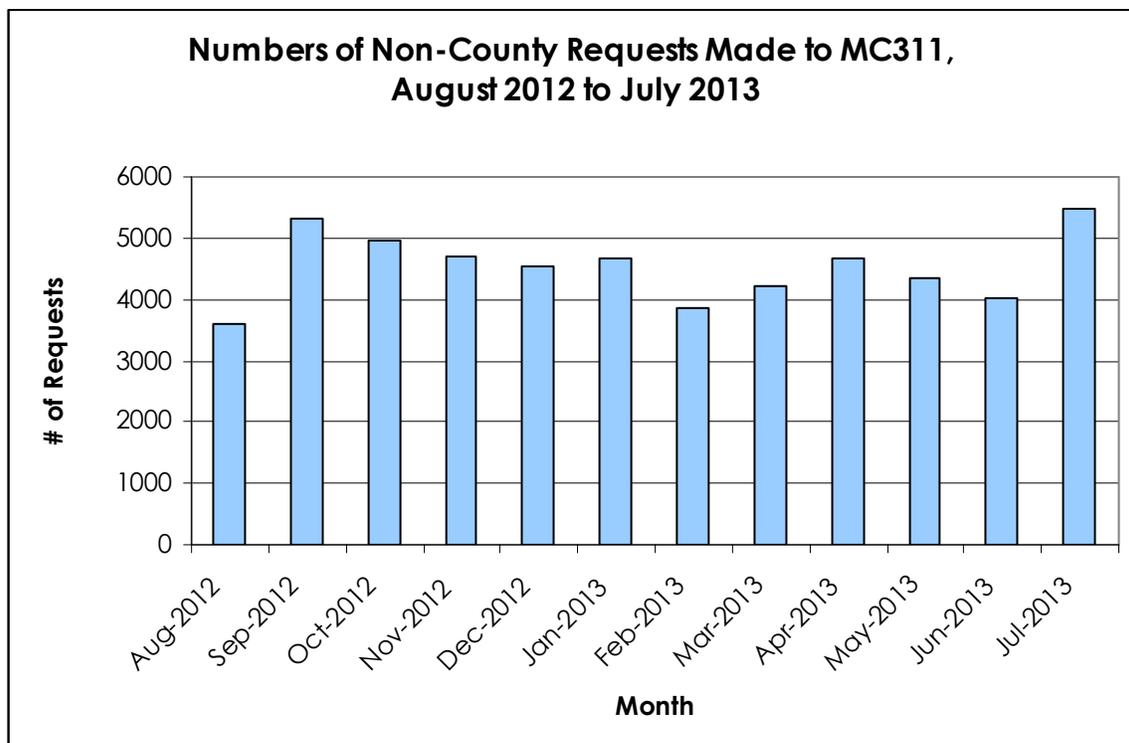
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7	DEP	How To Recycle/Dispose of Solid Waste	189	206
8	DEP	Transfer Station Questions	155	155
9	POL	Police Department Information	133	124
10	—	Washington DC 311	120	105
11	DPS	DPS Location and Hours	117	135
12	—	State DAT Office Address	101	159
13	—	Earned Income Eligibility	95	18
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Call Center Performance

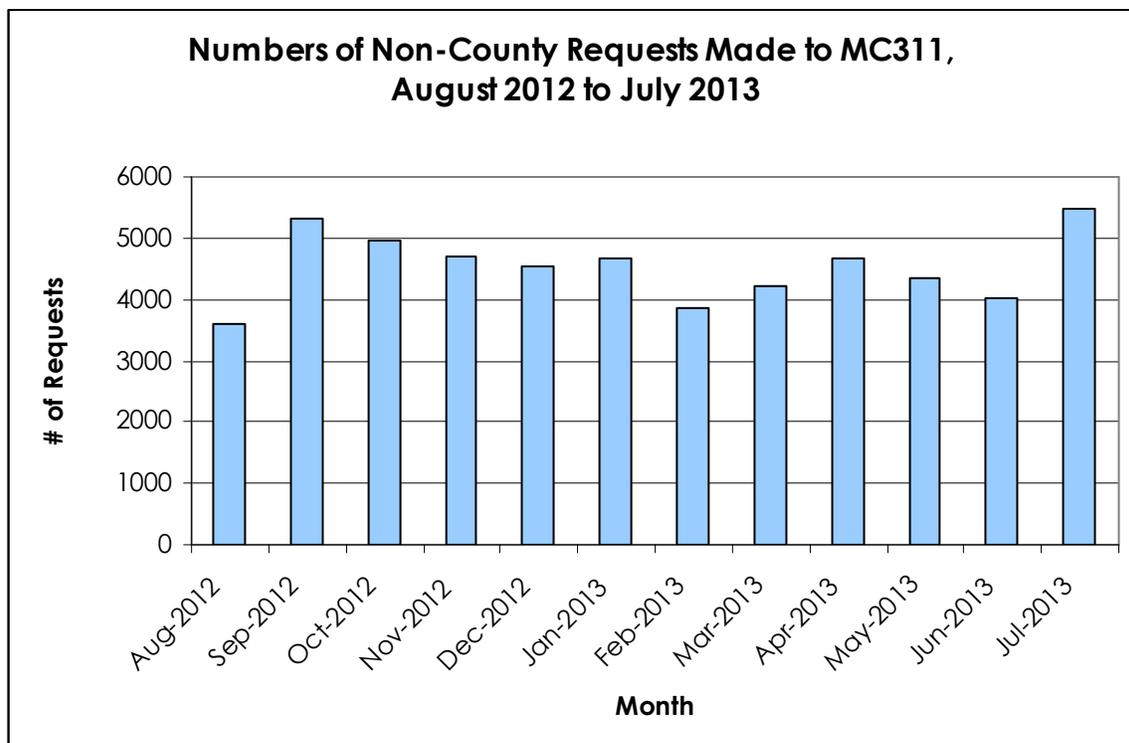
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MC311 Data Summary

August 13, 2013

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12	DEP	Unacceptable for Collection	132	137	76	3	13	37	1
13	DOT	Inspect, Remove or Prune County Tree	129	132	40	13	14	29	25
14	DPS	Building Codes for Specific Project	125	118	26	13	5	10	12
15	—	Discuss Property Tax Credits or Assessment	117	158	0	0	2	1	0

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Top 15 General Information Requests

Rank	Dept.	Information Request	#	Previous Period
1	DOT	Ride On Real Time Arrival Info.	2847	2874
2	DOT	Ride On Trip Planning	648	716
3	DPS	DPS Building Inspector Contact Info.	488	504
4	—	Earned Income Credit Refund	376	57
5	PIO	MCG Employee Directory Assistance	375	415
6	—	Non-MCG Directory Assistance	224	141
7	DEP	How To Recycle/Dispose of Solid Waste	189	206
8	DEP	Transfer Station Questions	155	155
9	POL	Police Department Information	133	124
10	—	Washington DC 311	120	105
11	DPS	DPS Location and Hours	117	135
12	—	State DAT Office Address	101	159
13	—	Earned Income Eligibility	95	18
14	FIN	Annual Tax Bill Mailing	93	149
15	PIO	MC311 General Information	93	35

Call Center Performance

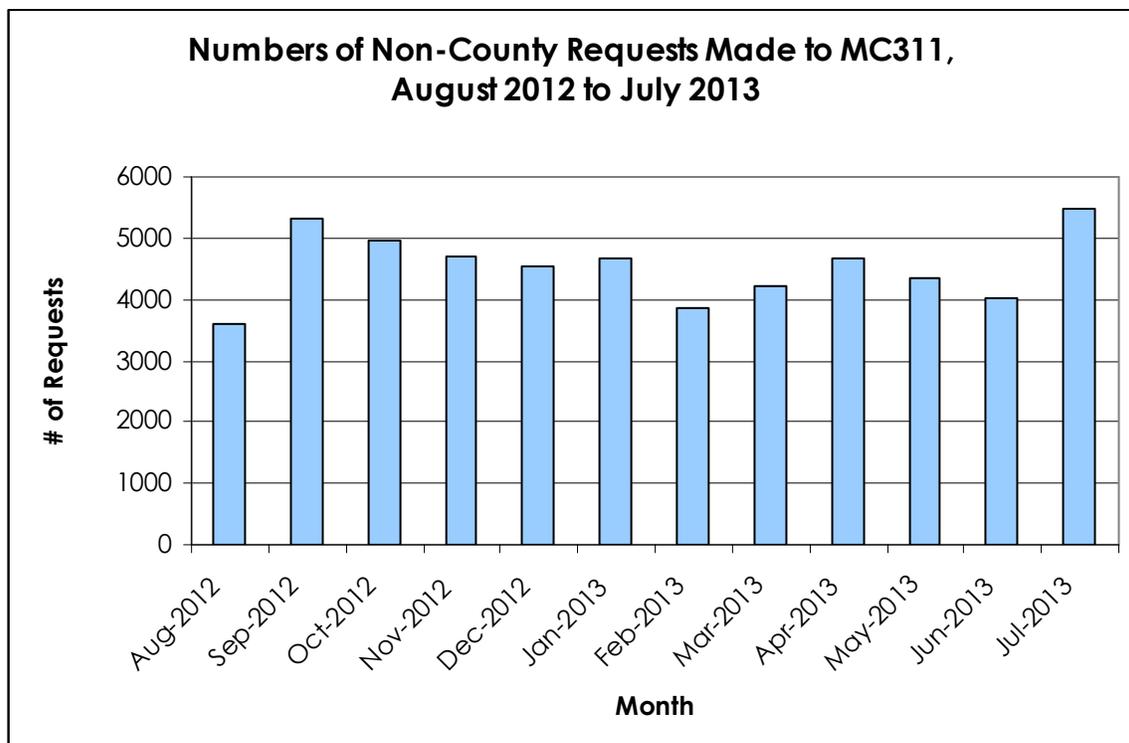
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3	DPS	Schedule DPS Inspections	962	906	89	33	12	37	38
4	DEP	22 Gallon Bin Drop Off	757	793	167	187	64	173	147
5	FIN	Discuss Property Tax Bill	736	1064	61	37	31	31	34
6	DEP	22 Gallon Bin Pick-up	300	331	85	66	31	60	54
7	—	MANNA Food Center Referral	264	203	6	43	42	62	44
8	DHCA	Landlord Tenant Issues	221	221	27	38	26	21	41
9	DPS	Permit, Plan Review or Inspection Status	206	189	47	18	14	23	14
10	DHCA	Housing Complaints	201	292	21	43	12	43	59
11	DEP	Field Check For Solid Waste Services	150	150	35	23	6	52	31
12	DEP	Unacceptable for Collection	132	137	76	3	13	37	1
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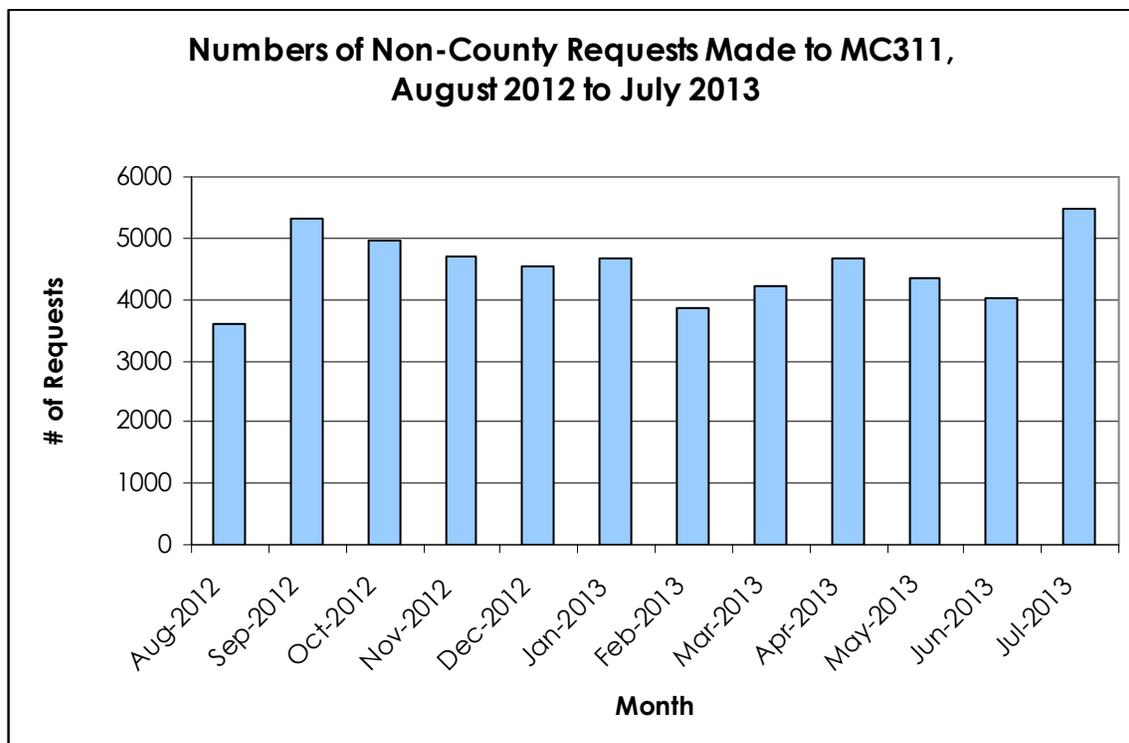
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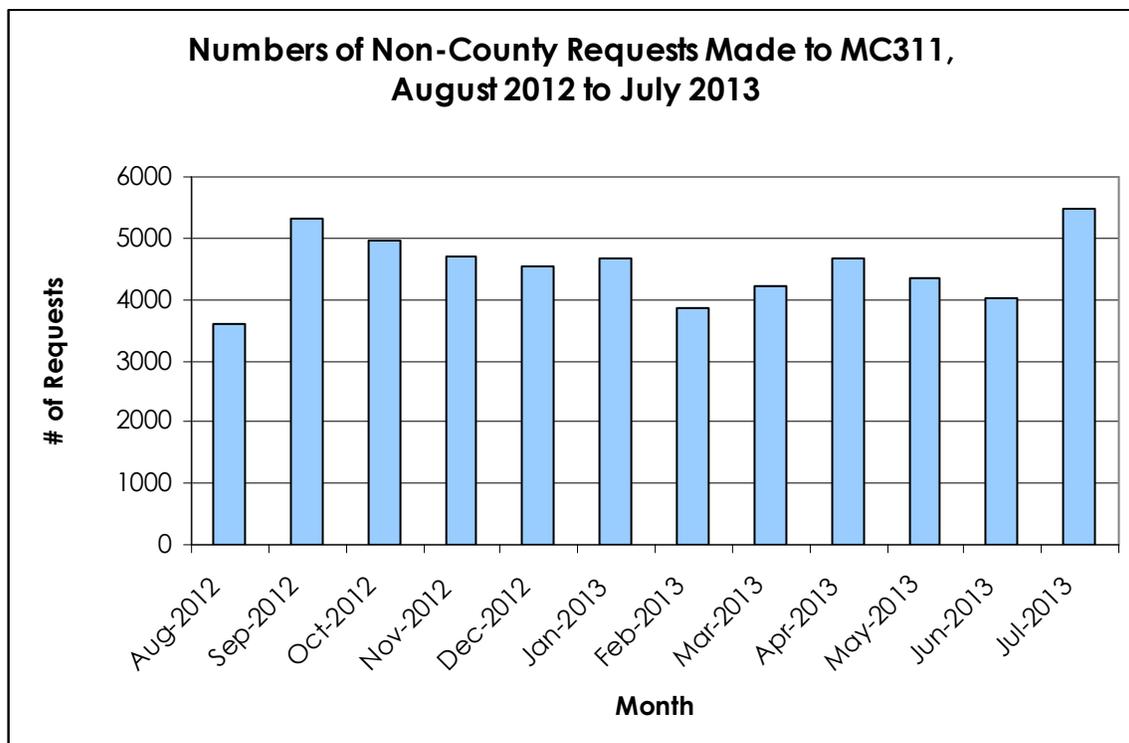
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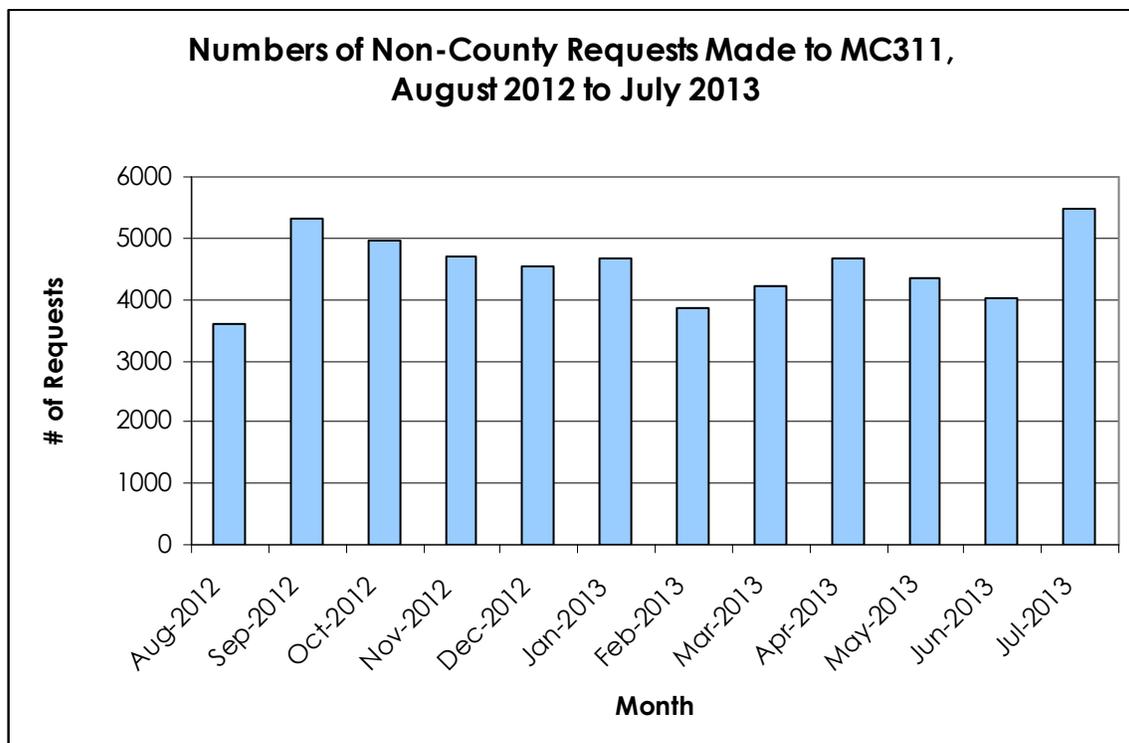
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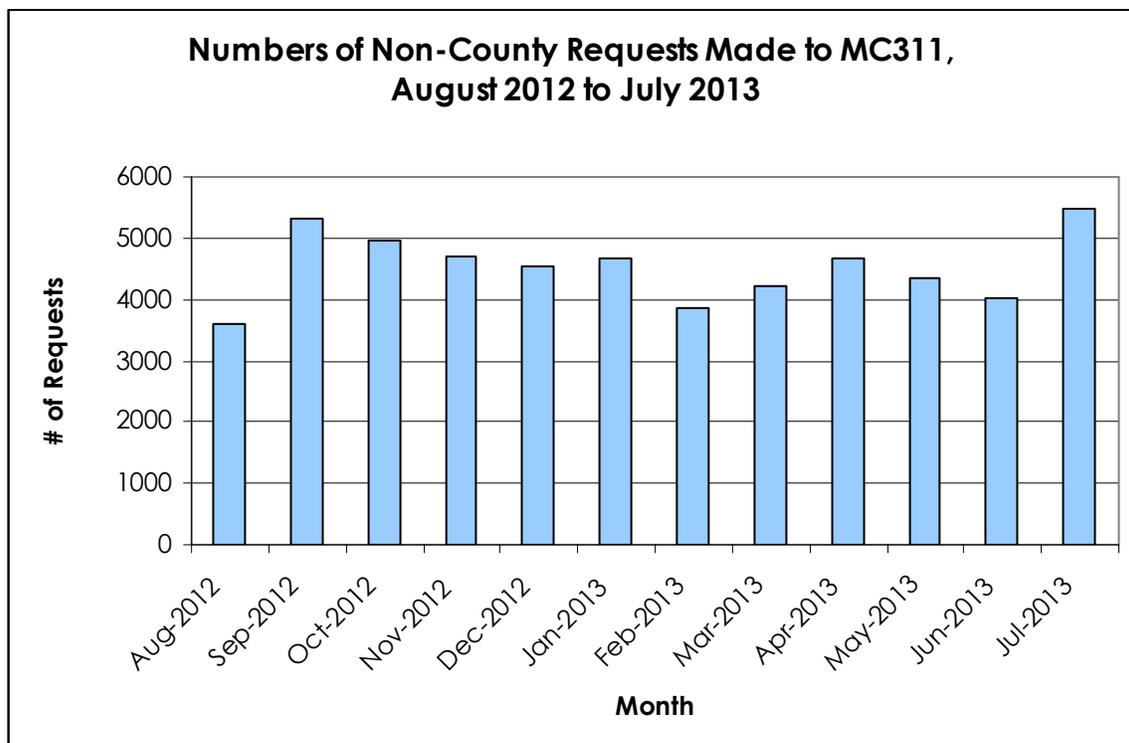
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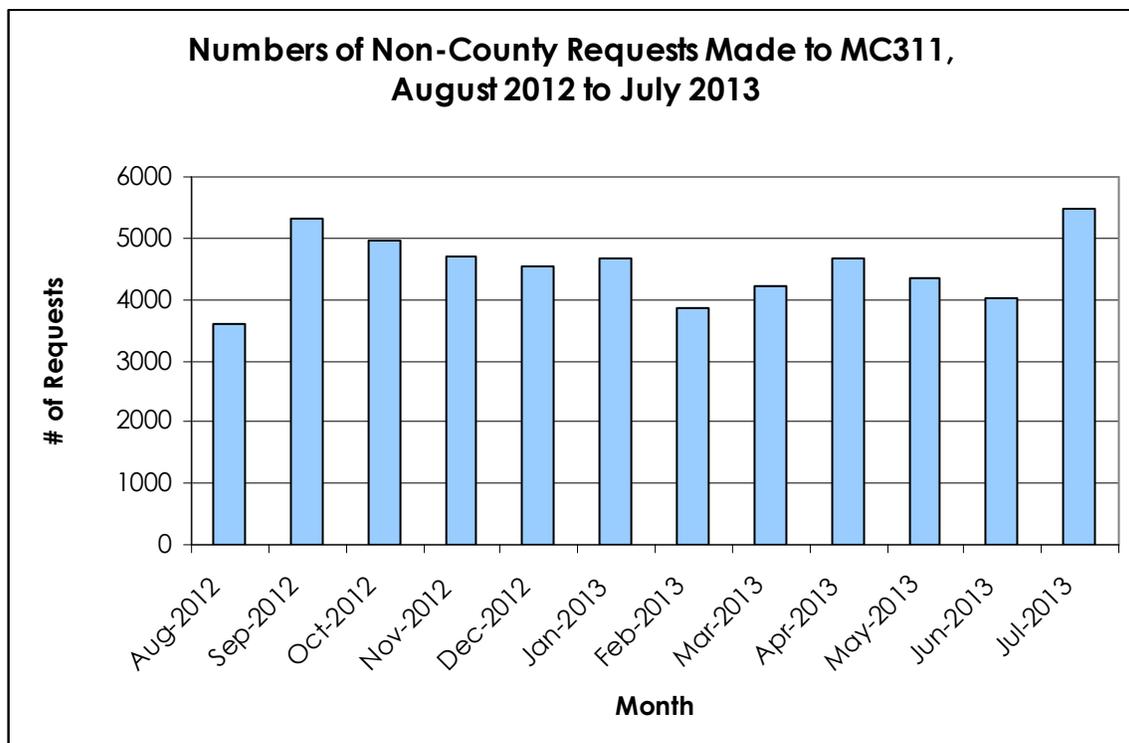
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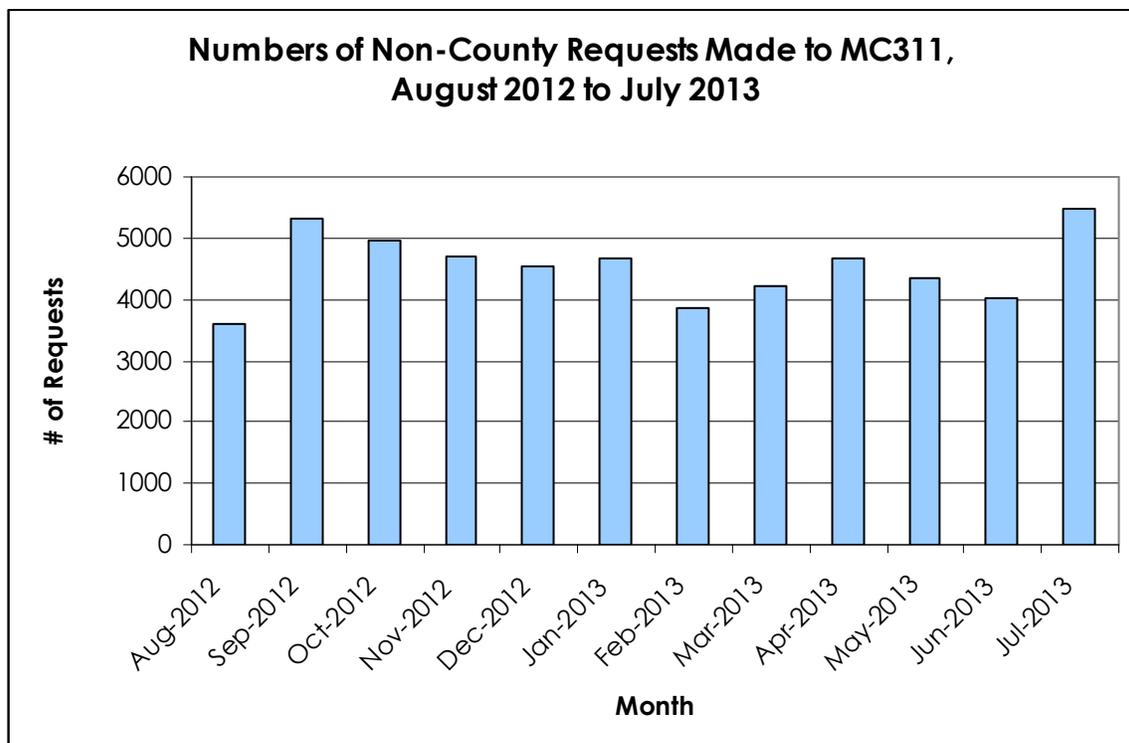
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August 27, 2013

Data from 8/11/2013 – 8/24/2013 (two weeks)

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1	DEP	Bulk Trash Pick-Up	1214	1301	365	47	72	319	366
2	DPS	Schedule DPS Inspections	1014	962	95	31	21	36	39
3	DEP	Scrap Metal Pick-Up	897	1018	255	112	58	226	230
4	DEP	22 Gallon Bin Drop-Off	754	757	170	192	57	170	147
5	FIN	Requests to Discuss Property Tax Bill	619	736	47	34	24	27	40
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11	DEP	Field Check for Solid Waste Services	164	150	43	22	8	44	44
12	DOT	Inspect, Remove or Prune County Tree	136	129	38	7	18	35	29
13	FIN	Homeowner Redeem Property From Tax Lien	129	28	15	8	14	15	14
14	POL	Reporting Dead Animal by Roadway	126	99	39	18	9	28	22
15	DOT	Ride On Lost and Found	116	110	0	0	0	0	0

*Location data are not consistently available for all requests

Top 15 General Information Requests

Rank	Dept.	Information Request	#	Previous Period
1	DOT	Ride On Real Time Arrival Info.	3139	2847
2	DOT	Ride On Trip Planning	758	648
3	DPS	DPS Building Inspector Contact Info.	444	488
4	PIO	MCG Employee Directory Assistance	388	375
5	—	Non-MCG Directory Assistance	288	224
6	DEP	How To Recycle/Dispose of Solid Waste	203	189
7	—	Earned Income Credit Refund	178	376
8	POL	Police Department Information	154	133
9	DPS	DPS Location and Hours of Operation	144	117
10	DEP	Transfer Station Questions	134	155
11	PIO	MC311 General Information	126	93
12	FIN	Tax Payment Methods	107	76
13	DEP	Residential Trash & Recycling Literature	103	83
14	FIN	Information Printed on the Tax Bill	93	102
15	—	Washington DC 311	89	120

Call Center Performance*

Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours	15,728	Abandoned call rate (target: <5%)	1.46%	Average seconds to answer (target: <20)	12.2
Total requests (inc. phone, web, walk-in)**	21,939			Average call duration, seconds (target: <240)	253

*Call center data do not include calls received on Monday, August 19th; data on call durations for the rest of that week are also not available

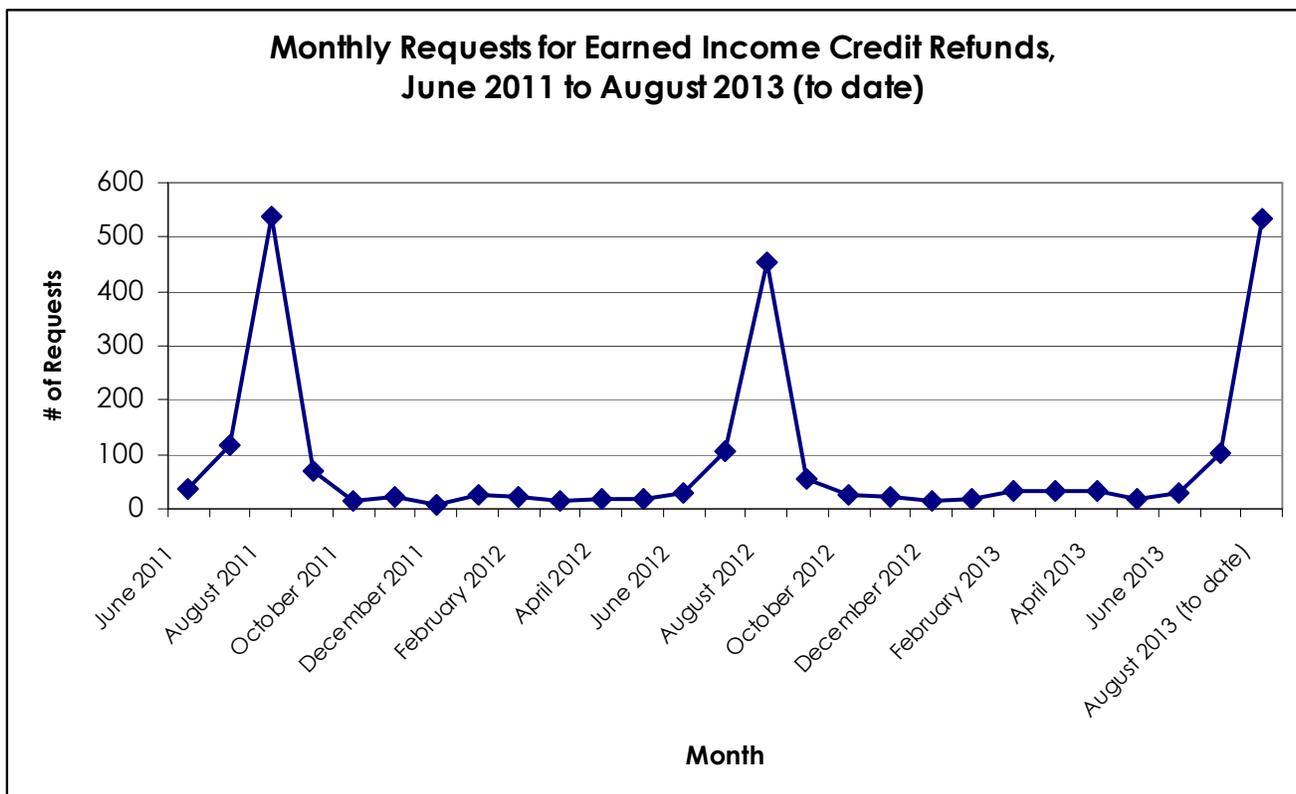
**Total request data include the full two-week period

MC311 Request Trends 8/11/2013 – 8/24/2013

- The numbers of “hang up or dropped calls” for this two-week period and for the previous period, 1,132 and 1,151 respectively, are about 30 percent higher than the average numbers of these calls during the past year.
- Homeowners made 129 requests regarding redeeming a property tax lien during this two-week period, compared with 28 similar requests made during the previous period. While these requests typically do not exceed 60 over a two-week period, a similar increase occurred during a two-week period in August of 2012, when 148 such requests were made.
- During the month of August, residents have made a total of 154 requests regarding problems with Ride On bus stops or shelters. In contrast, between January of 2012 and July of this year, the average number of similar requests per month was 18.

MC311 Spotlight: EIC Refund Requests

The chart below shows the trend in the number of monthly requests for Earned Income Credit (EIC) refunds from June 2011 to August 2013 (to date). The chart shows that in 2011, 2012 and 2013 the numbers of requests were significantly higher during the month of August compared with other months. The Department of Finance website states that EIC refund checks are mailed at the end of July for tax returns filed through June.



MC311 Data Summary

September 10, 2013

Data from 8/25/2013 – 9/7/2013 (two weeks)

Top 15 Service Requests

Rank	Dept.	Service Request	#	Previous Period	Council District*				
					1	2	3	4	5
1	DEP	Bulk Trash Pick-Up	1195	1214	366	47	68	314	366
2	DPS	DPS Building Inspections	921	1014	87	28	18	30	32
3	DEP	Scrap Metal Pick-Up	917	897	286	96	53	223	250
4	DEP	22 Gallon Bin Drop-Off	846	754	195	192	84	207	156
5	FIN	Discuss Property Tax Bill	653	619	63	42	44	25	30
6	DEP	22 Gallon Bin Pick-up	348	293	88	73	30	80	75
7	—	MANNA Food Center Referral	290	205	2	49	57	71	54
8	DHCA	Housing Complaints	165	207	21	30	9	35	49
9	DHCA	Landlord Tenant Issues	161	197	24	31	13	31	27
10	POL	Dead Animal Along the Roadway	161	126	29	31	25	39	16
11	DEP	Field Check for Solid Waste Services	157	164	48	17	13	39	38
12	DPS	Permit, Plan Review or Inspection Status	134	182	26	10	9	16	22
13	DOT	Inspect, Remove or Prune County Tree	132	136	37	18	15	36	22
14	DOT	Ride On Lost and Found	125	116	0	0	0	0	0
15	DEP	Cart Repair (Paper Recycling)	112	113	46	6	8	19	32

Top 15 General Information Requests

Rank	Dept.	Information Request	#	Previous Period
1	DOT	Ride On Real Time Arrival Info.	3014	3139
2	DOT	Ride On Trip Planning	699	758
3	DPS	DPS Building Inspector Contact Info.	403	444
4	PIO	MCG Employee Directory Assistance	370	388
5	DEP	Holiday Schedule for Trash & Recycling	249	3
6	—	Non-MCG Directory Assistance	240	288
7	DEP	How To Recycle/Dispose of Solid Waste	199	203
8	POL	Police Department Information	150	154
9	DEP	Transfer Station Questions	135	134
10	DPS	DPS Location and Hours of Operation	124	144
11	—	Washington DC 311	102	89
12	FIN	Information Printed on the Tax Bill	98	93
13	MCPL	Library Information	96	85
14	DEP	Residential Trash & Recycling Literature	92	103
15	FIN	Tax Payment Methods	85	107

*Location data are not consistently available for all requests

Call Center Performance

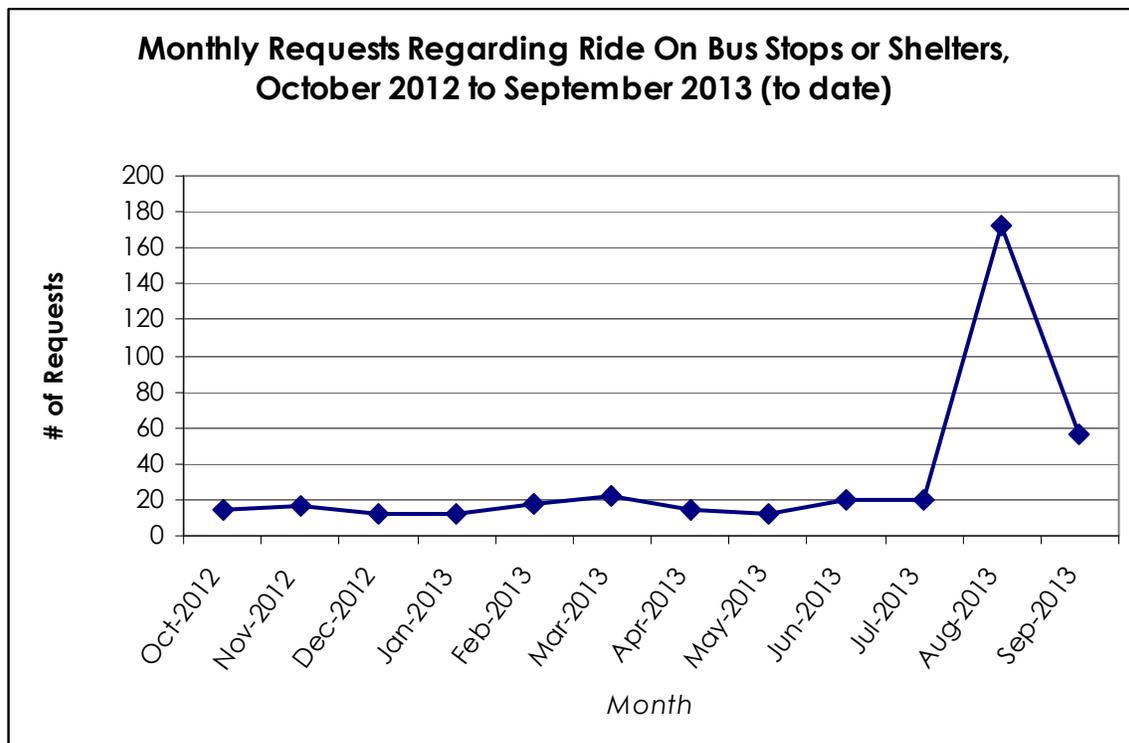
Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours	18,307	Abandoned call rate (target: <5%)	2.41%	Average seconds to answer (target: <20)	12.7
Total requests (inc. phone, web, walk-in)	21,207			Average call duration, seconds (target: <240)	236

MC311 Request Trends 8/25/2013 – 9/10/2013

- Individuals made 73 requests for information on HOC office locations, compared with an average of 28 similar requests every two weeks during the previous 11 months.
- Individuals made 249 requests regarding the holiday schedule for trash & recycling collection, compared with 3 similar requests made during the previous period. Monday, September 2nd was Labor Day and a trash and recycling collection holiday.
- 967 calls were "hang up or dropped calls" during this two-week period, which represents a decrease of 165 calls or 14 percent from the previous period. During the two periods prior to this two-week period, these calls were 30 percent higher than average.

MC311 Spotlight: Bus Stop or Shelter Requests

Individuals have made a total of 389 requests reporting problems with bus stops or shelters since October of 2012. Between October 2012 and July 2013, individuals made 16 requests per month, on average. However, individuals made 172 such requests during August of this year and have made 56 requests during the first ten days of September. The chart below shows the number of requests per month since October of 2012.



MC311 Data Summary

September 24, 2013

Data from 9/8/2013 – 9/21/2013 (two weeks)

Top 15 Service Requests

Rank	Dept.	Service Request	#	Previous Period	Council District*				
					1	2	3	4	5
1	DEP	Bulk Trash Pick-Up	1089	1195	312	37	57	292	363
2	FIN	Discuss Property Tax Bill	1069	653	89	49	52	52	57
3	DPS	Schedule DPS Inspections	976	921	87	44	17	53	49
4	DEP	Scrap Metal Pick-Up	798	917	220	100	40	176	244
5	DEP	22 Gallon Bin Drop-off	692	846	178	173	55	150	122
6	DEP	22 Gallon Bin Pick-up	297	348	96	62	23	55	50
7	—	MANNA Food Center Referral	245	290	9	34	34	72	47
8	POL	Dead Animal Along the Roadway	194	161	40	30	24	38	34
9	DHCA	Landlord Tenant Issues	192	161	26	33	13	30	30
10	DHCA	Housing Complaints	180	165	21	31	13	34	54
11	DPS	Permit, Plan Review or Inspection Status	177	134	43	17	7	17	21
12	DEP	Field Check for Solid Waste Services	171	157	57	21	12	36	41
13	DOT	Ride On Lost and Found	138	125	0	0	0	0	0
14	DOT	Inspect, Remove or Prune County Tree	136	132	51	13	11	28	24
15	DEP	Missed Recycling or Trash Pick-up	123	42	60	3	15	13	23

*Location data are not consistently available for all requests

Top 15 General Information Requests

Rank	Dept.	Information Request	#	Previous Period
1	DOT	Ride On Real Time Arrival Info.	3346	3014
2	DOT	Ride On Trip Planning	778	699
3	DPS	DPS Building Inspector Contact Info.	450	403
4	DEP	Recycling/Refuse Collection Day	424	1
5	PIO	MCG Employee Directory Assistance	394	370
6	—	Non-MCG Directory Assistance	281	240
7	DEP	How To Recycle/Dispose of Solid Waste	210	199
8	FIN	Tax Payment Methods	202	85
9	POL	Police Department Information	177	150
10	DEP	Transfer Station Questions	163	135
11	DPS	DPS Location and Hours	154	124
12	FIN	Information Printed on the Tax Bill	142	98
13	—	Washington DC 311	133	102
14	—	State DAT Office Address	105	55
15	FIN	Personal Property Tax Billing	92	49

Call Center Performance

Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours	20,654	Abandoned call rate (target: <5%)	2.34%	Average seconds to answer (target: <20)	18.3
Total requests (inc. phone, web, walk-in)**	23,093			Average call duration, seconds (target: <240)	243

MC311 Request Trends 9/8/2013 – 9/21/2013

- Individuals made 1,069 requests to discuss their property tax bills during this two-week period, which represents a 39 percent increase from the previous period. The data also show sharp increases in requests for information on tax payment methods and the State Department of Assessments and Taxation (DAT) address. September 30th is the due date for annual tax payments and for the first installment of semi-annual tax payments.
- Individuals made 424 requests for information on their recycling/refuse collection day during this two-week period, compared with 1 similar request made during the previous period. Similarly, 123 requests were made regarding missed recycling or trash pick-ups during this period, compared with 42 similar requests made during the previous period. Employees of one of the contractors that provides trash collection services for the County went on strike during the week of September 9th.
- Residents made 71 requests for HHS Flu Clinic appointments during this two-week period, compared with 6 similar requests made during the previous period. HHS offers free flu shots to County residents during flu season, beginning in mid-October.

MC311 Spotlight: Permitting Services

Between September of 2012 and August of 2013, the Department of Permitting Services (DPS) received a total of 68,047 MC311 requests. The following table shows the top ten requests made to DPS during the one-year period as well as the percent of those requests that met the "SLA days" or the maximum number of days it should take to close the request.

Top Ten MC311 Requests Made to DPS, September 2012 – August 2013

Rank	Request	# of Requests	SLA Days	% of Requests Meeting SLA
1	Schedule DPS Inspections (for building construction)	19,152	1	99%
2	DPS Building Inspector Contact Info.	10,019	3	100%
3	Permit, Plan Review or Inspection Status	5,087	3	92%
4	Building Codes for a Specific Project	4,699	3	90%
5	DPS Location and Hours of Operation	4,385	3*	100%
6	Contacting a Zoning Specialist	1,736	3*	68%
7	DPS Fee Schedule (building-related)	1,369	3	89%
8	File Complaint with DPS	1,280	30	89%
9	Cancel a Scheduled DPS Inspection	1,260	1	99%
10	DPS Inspection Status	1,166	3	93%

*For these requests, the "SLA Days", or the maximum number of days it should take to close the request, changed during the one-year period. The number listed is the "SLA Days" that was used for most requests.

MC311 Data Summary

October 8, 2013

Data from 9/22/2013 – 10/5/2013 (two weeks)

Top 15 Service Requests

Rank	Dept.	Service Request	#	Previous Period	Council District*				
					1	2	3	4	5
1	FIN	Discuss Property Tax Bill	1451	1069	157	92	96	81	78
2	DEP	Bulk Trash Pick-Up	1066	1089	331	39	54	292	321
3	DPS	Schedule DPS Inspections	897	976	102	45	23	40	27
4	DEP	Scrap Metal Pick-Up Request	789	798	230	97	43	209	198
5	DEP	22 Gallon Bin Drop-Off	657	692	167	160	60	158	106
6	—	MANNA Food Center Referral	305	245	1	35	59	74	69
7	POL	Dead Animal Along Roadway	251	194	58	36	45	49	36
8	DEP	22 Gallon Bin Pick-up	242	297	73	58	22	50	38
9	DHCA	Landlord Tenant Issues	210	192	24	42	19	43	47
10	DPS	Permit, Plan Review or Inspection Status	189	177	41	16	15	13	17
11	DHCA	Housing Complaints	175	180	32	28	11	39	42
12	—	Discuss Property Tax Assessment or Credits	139	104	2	0	1	1	2
13	DEP	Field Check for Solid Waste Services	136	171	27	23	8	40	35
14	DOT	Ride On Bus Stop or Bus Shelter	136	107	0	0	1	3	0
15	DOT	Inspect, Remove or Prune County Tree	128	136	36	12	16	34	26

*Location data are not consistently available for all requests

Top 15 General Information Requests

Rank	Dept.	Information Request	#	Previous Period
1	DOT	Ride On Real Time Arrival Info.	3282	3346
2	DOT	Ride On Trip Planning	758	778
3	DPS	DPS Building Inspector Contact Info.	437	450
4	PIO	MCG Employee Directory Assistance	374	394
5	FIN	Tax Payment Methods	361	202
6	—	Non-MCG Directory Assistance	230	281
7	FIN	Information Printed on the Tax Bill	212	142
8	POL	Police Department Information	186	177
9	HHS	Health Care Reform	184	54
10	DEP	How To Recycle/Dispose of Solid Waste	174	210
11	DPS	DPS Location and Hours	140	154
12	FIN	Personal Property Tax Billing	138	92
13	DEP	Transfer Station Questions	122	163
14	—	Washington DC 311	122	133
15	—	Prince George's County 311	91	68

Call Center Performance

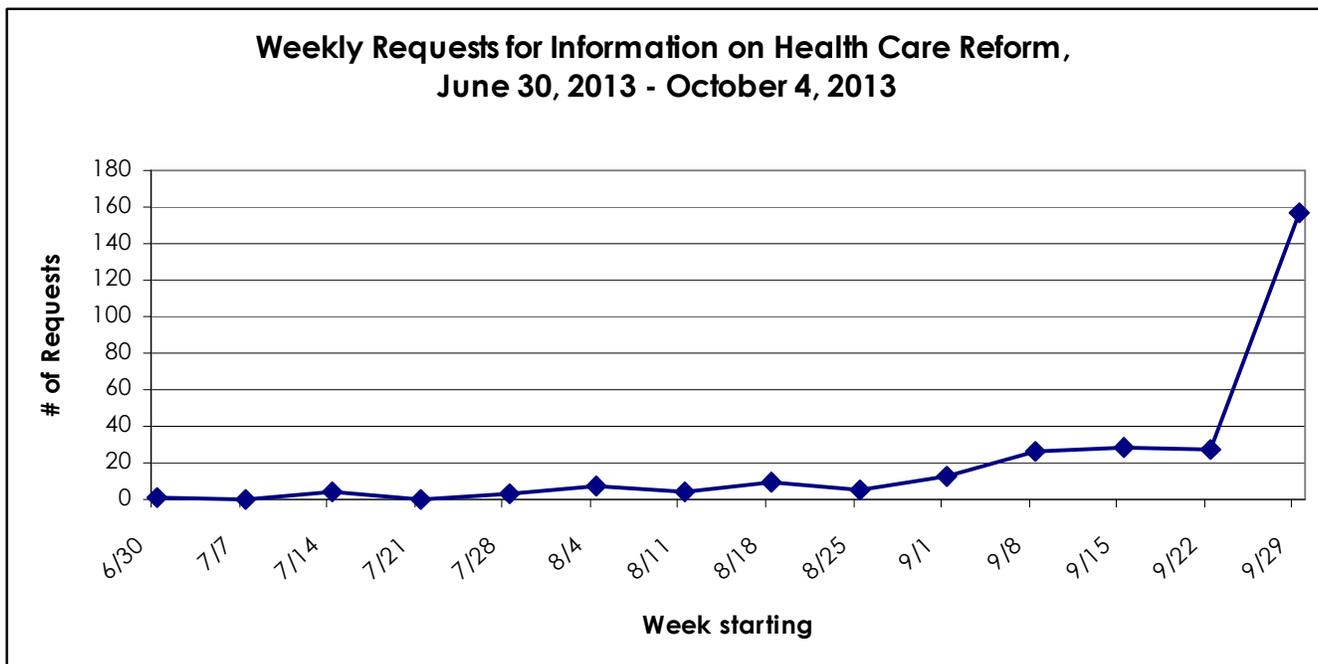
Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours	21,125	Abandoned call rate (target: <5%)	1.96%	Average seconds to answer (target: <20)	15.4
Total requests (inc. phone, web, walk-in)	22,833			Average call duration, seconds (target: <240)	243

MC311 Request Trends 9/22/2013 – 10/5/2013

- Individuals made 1,451 requests to discuss their property tax bills during this two-week period, compared with an average of about 930 similar requests made every two weeks over the previous 12 months. The due date for annual tax payments and for the first installment of semi-annual tax payments was September 30th.
- Individuals made 184 requests for information on health care reform during this two-week period, compared with 54 similar requests made during the previous period. Maryland's online health insurance exchange, Maryland Health Connection, opened on Tuesday, October 1st.
- Individuals made 63 requests to MC311 for information on the shutdown of the Federal Government, which began on October 1st.
- Residents made 56 requests during this two-week period to receive baskets through the County's Holiday Giving Project, compared with 11 similar requests made during the previous period. The deadline to sign up for a Thanksgiving basket is November 1st.

MC311 Spotlight: Health Care Reform

The County has been tracking MC311 requests for information on health care reform (the Affordable Care Act) since July of this year. The chart below shows the numbers of requests received per week on this topic through last week. MC311 representatives are instructed to provide general information on obtaining health insurance through Maryland's new insurance exchange and to refer callers to the State's consumer support center.



MC311 Data Summary

October 22, 2013

Data from 10/6/2013 – 10/19/2013 (two weeks)

Top 15 Service Requests

Rank	Dept.	Service Request	#	Previous Period	Council District*				
					1	2	3	4	5
1	DEP	Bulk Trash Pick-Up	966	1066	285	30	56	251	307
2	DPS	Schedule DPS Inspections	864	897	105	28	19	33	33
3	FIN	Discuss Property Tax Bill	805	1451	89	44	56	51	54
4	DEP	Scrap Metal Pick-Up	698	789	192	93	38	166	198
5	DEP	22 Gallon Bin Drop-Off	671	657	163	169	53	156	118
6	—	MANNA Food Center Referral	245	305	5	33	39	68	45
7	DEP	22 Gallon Bin Pick-up	241	242	70	39	19	56	52
8	POL	Dead Animal Along the Roadway	218	251	47	35	23	51	40
9	DPS	Permit, Plan Review or Inspection Status	207	189	42	17	9	16	18
10	DEP	Field Check for Solid Waste Services	188	136	61	23	6	57	37
11	DHCA	Landlord Tenant Issues	188	210	28	29	17	30	35
12	DEP	Missed Recycling or Trash Pick-up	147	39	62	8	7	15	31
13	DHCA	Housing Complaints	143	175	16	23	12	35	45
14	HHS	Holiday Giving Project Referrals 2013	122	56	1	19	9	31	10
15	DOT	Inspect, Remove or Prune County Tree	108	128	32	4	14	35	18

*Location data are not consistently available for all requests

Top 15 General Information Requests

Rank	Dept.	Information Request	#	Previous Period
1	DOT	Ride On Real Time Arrival Info.	2974	3282
2	DOT	Ride On Trip Planning	646	758
3	DPS	DPS Building Inspector Contact Info.	375	437
4	PIO	MCG Employee Directory Assistance	375	374
5	DEP	Holiday Schedule - Trash & Recycling	356	2
6	DEP	Recycling/Refuse Collection Day	208	33
7	DEP	How To Recycle/Dispose of Solid Waste	189	174
8	DPS	DPS Location and Hours	162	140
9	—	Non-MCG Directory Assistance	156	374
10	DEP	Transfer Station Questions	139	122
11	DEP	Curbside Recycling Questions	136	72
12	POL	Police Department Information	129	186
13	HHS	Health Care Reform	116	184
14	FIN	Information Printed on the Tax Bill	107	212
15	—	Washington DC 311	88	122

Call Center Performance

Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours	19,439	Abandoned call rate (target: <5%)	1.45%	Average seconds to answer (target: <20)	12.1
Total requests (inc. phone, web, walk-in)	20,943			Average call duration, seconds (target: <240)	245

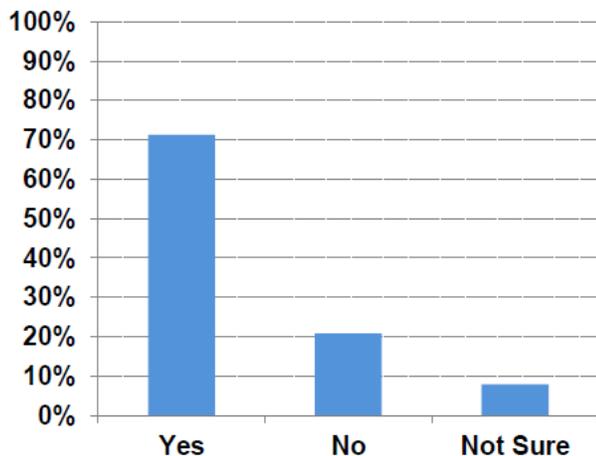
MC311 Request Trends 10/6/2013 – 10/19/2013

- Individuals made a total of 711 requests regarding missed recycling or trash pick-ups, the holiday schedule for trash and recycling, or information on the trash or recycling collection day during this two-week period. This represents a significant increase from the previous period. Employees of two of the contractors that provide trash collection services for the County went on strike during the week of October 14th. Additionally, State agencies were closed on October 14th in observance of Columbus Day, which is also a Federal holiday but not a County holiday.
- Requests from residents to receive baskets through the County's Holiday Giving Project continued to increase. Residents made 122 requests during this two-week period compared with 56 similar requests made during the previous period.
- The number of requests for information regarding health care reform remained high during this two-week period at 116 requests. This represents a decrease from the previous period when 184 similar requests were made, but is still significantly higher than in prior periods. Maryland's online health insurance exchange, Maryland Health Connection, opened on Tuesday, October 1st.

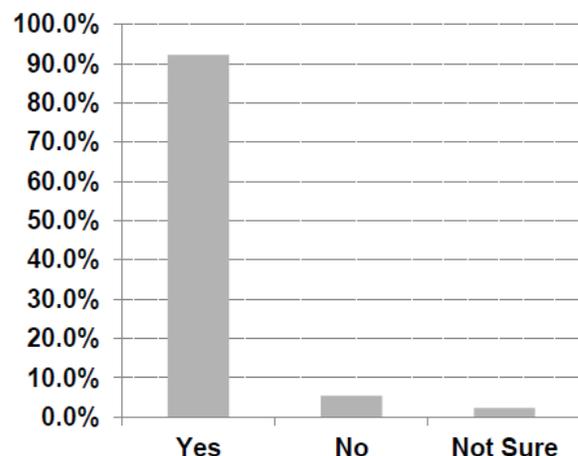
MC311 Spotlight: Customer Satisfaction

CountyStat recently presented the findings of its bi-annual customer survey for MC311, which was administered on July 12th-30th of this year. The survey received 283 responses regarding phone requests, which make up the majority of requests, and 226 responses regarding web requests. The charts below from the CountyStat presentation show that about 70% of callers that responded reported that the representative was able to resolve their issue, while about 90% of MC311 web users were able to find the service or information they were looking for.

Phone: Was the Customer Service Representative able to resolve your issue?



Web: Were you able to find the service or information you were looking for?



Source: CountyStat, Montgomery County 311 Semi-Annual Performance Review, October 9, 2013

MC311 Data Summary

November 5, 2013

Data from 10/20/2013 – 11/2/2013 (two weeks)

Top 15 Service Requests

Rank	Dept.	Service Request	#	Previous Period	Council District*				
					1	2	3	4	5
1	DEP	Bulk Trash Pick-Up	905	966	293	25	44	248	266
2	DPS	Schedule DPS Inspections	903	864	93	33	19	42	33
3	DEP	Scrap Metal Pick-Up Request	705	698	213	82	52	165	182
4	FIN	Discuss Property Tax Bill	683	805	89	50	38	44	38
5	DEP	22 Gallon Bin Drop-Off	567	241	128	152	36	147	93
6	POL	Dead Animal Along the Roadway	269	218	54	47	33	59	46
7	—	MANNA Food Center Referral	259	245	4	39	44	72	51
8	DEP	Field Check for Solid Waste Services	221	188	95	21	7	44	49
9	HHS	Flu Clinic Appointments 2013	207	80	3	6	0	6	3
10	DPS	Permit, Plan Review or Inspection Status	200	207	55	11	15	13	12
11	DOT	Ride On Complaint - Service	195	84	4	1	3	2	4
12	DEP	22 Gallon Bin Pick-up	187	241	48	41	16	49	32
13	HHS	Holiday Giving Project Referrals 2013	175	122	5	31	24	40	18
14	DHCA	Landlord Tenant Issues	170	188	18	24	18	32	41
15	DHCA	Housing Complaints	167	143	20	25	10	34	57

Top 15 General Information Requests

Rank	Dept.	Information Request	#	Previous Period
1	DOT	Ride On Real Time Arrival Info.	3432	2974
2	DOT	Ride On Trip Planning	684	646
3	DPS	DPS Building Inspector Contact Info.	425	375
4	PIO	MCG Employee Directory Assistance	374	375
5	DEP	How To Recycle/Dispose of Solid Waste	195	189
6	—	Non-MCG Directory Assistance	182	156
7	POL	Police Department Information	174	129
8	DEP	County Recycling/Refuse Collection Day	172	208
9	DEP	Transfer Station Questions	130	139
10	FIN	Information Printed on the Tax Bill	109	107
11	DPS	DPS Location and Hours	108	162
12	DEP	Curbside Recycling Program Questions	103	136
13	FIN	Department of Finance Information	89	50
14	HHS	Health Care Reform	88	116
15	—	Washington DC 311	78	88

*Location data are not consistently available for all requests

Call Center Performance

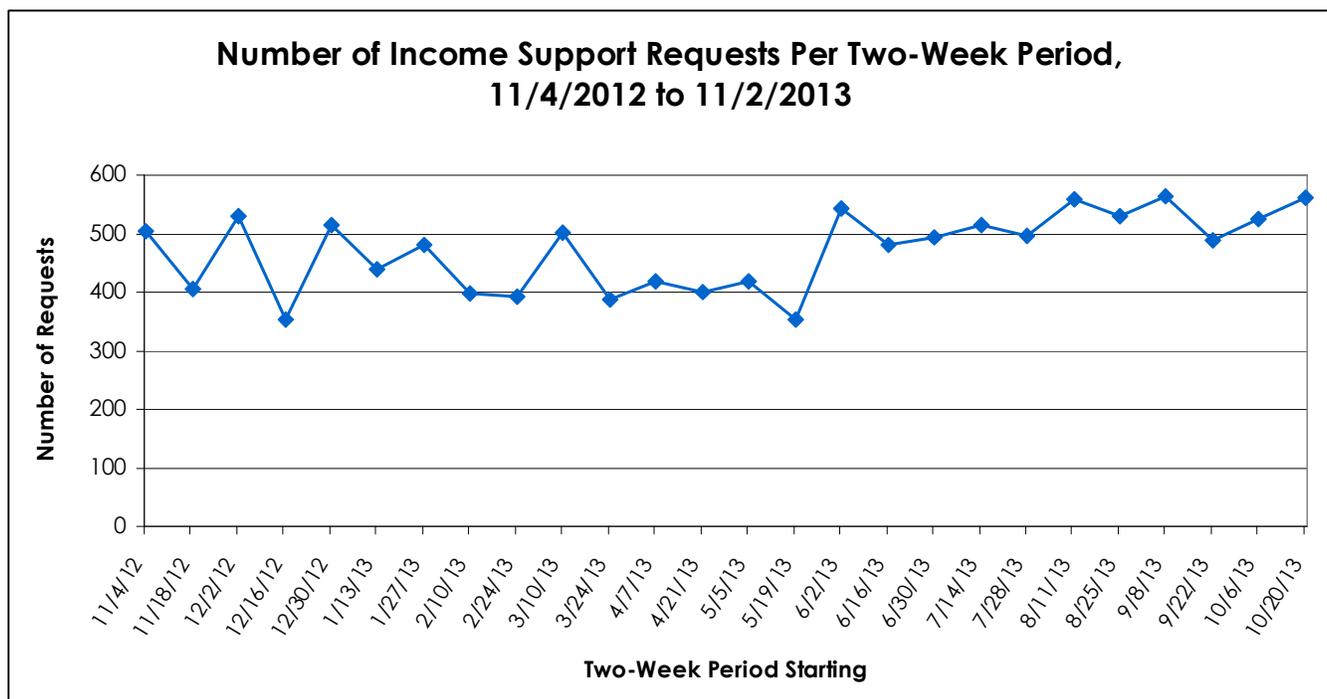
Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours	19,858	Abandoned call rate (target: <5%)	1.98%	Average seconds to answer (target: <20)	16.2
Total requests (inc. phone, web, walk-in)	21,063			Average call duration, seconds (target: <240)	255

MC311 Request Trends 10/20/2013 – 11/5/2013

- The number of Ride On complaints (of any type) increased to a combined total of 343 during this two-week period, compared with 206 complaints made during the previous period. On average, individuals made 240 Ride On complaints every two weeks over the past 12 months.
- Individuals made 3,432 requests for Ride On real-time arrival information during this two-week period, or 15% more requests than were made in the previous period.
- Individuals made 207 requests for flu clinic appointments during this two-week period compared with 80 similar requests made during the previous period. HHS provides free flu shots to residents from mid-October through mid-December.
- Residents made 80 requests via MC311 for applications for food stamps, medical assistance, temporary cash assistance or temporary disability assistance during this two week period, compared with 54 similar requests made during the previous period. Over the past twelve months, about 30 requests were made on average every two weeks.

MC311 Spotlight: Income Supports

Over the past twelve months, residents have made a total of 12,249 requests to HHS via MC311 related to “income supports”. This broad category includes requests for information, applications or the status of applications for programs such as food stamps, Medicaid and temporary cash assistance. The following chart shows the number of these requests made every two weeks during the year-long period.



MC311 Data Summary

November 19, 2013

Data from 11/3/2013 – 11/16/2013 (two weeks)

Top 15 Service Requests

Rank	Dept.	Service Request	#	Previous Period	Council District*				
					1	2	3	4	5
1	DEP	Bulk Trash Pick-Up	849	905	267	28	56	216	262
2	DPS	Schedule DPS Inspections	766	903	75	19	13	41	38
3	FIN	Discuss Property Tax Bill	722	683	63	48	44	50	42
4	DEP	Scrap Metal Pick-Up	688	705	194	88	34	161	194
5	DEP	22 Gallon Bin Drop-Off	605	567	146	166	49	124	115
6	FIN	Property Tax Delinquent Notice	268	1	25	15	13	20	10
7	POL	Dead Animal Along the Roadway	262	269	58	38	38	68	40
8	DEP	22 Gallon Bin Pick-up	225	187	79	47	12	40	47
9	—	MANNA Food Center Referral	211	259	2	37	32	68	38
10	HHS	Holiday Giving Project Referrals 2013	178	175	7	38	14	27	22
11	DPS	Permit, Plan Review or Inspection Status	177	200	46	15	11	17	18
12	DHCA	Landlord Tenant Issues	169	170	18	30	13	39	33
13	DHCA	Housing Complaints	138	167	10	31	8	25	38
14	DOT	Ride On Complaint - Service	136	195	3	1	2	3	1
15	DEP	Field Check for Solid Waste Services	115	221	38	14	7	29	27

*Location data are not consistently available for all requests

Top 15 General Information Requests

Rank	Dept.	Information Request	#	Previous Period
1	DOT	Ride On Real Time Arrival Info.	2799	3432
2	DOT	Ride On Trip Planning	542	684
3	DEP	Holiday Schedule for Trash & Recycling	404	5
4	PIO	MCG Employee Directory Assistance	351	374
5	DPS	DPS Building Inspector Contact Info.	348	425
6	—	Non-MCG Directory Assistance	185	182
7	DOT	Leaf Vacuum Program Info.	163	25
8	DEP	How To Recycle/Dispose of Solid Waste	143	195
9	POL	Police Department Info.	135	174
10	DEP	Transfer Station Questions	116	130
11	DPS	DPS Location and Hours	106	108
12	DEP	Curbside Recycling Questions	102	103
13	FIN	Tax Payment Methods	97	53
14	FIN	Personal Property Tax Billing	97	67
15	—	Washington DC 311	95	78

Call Center Performance

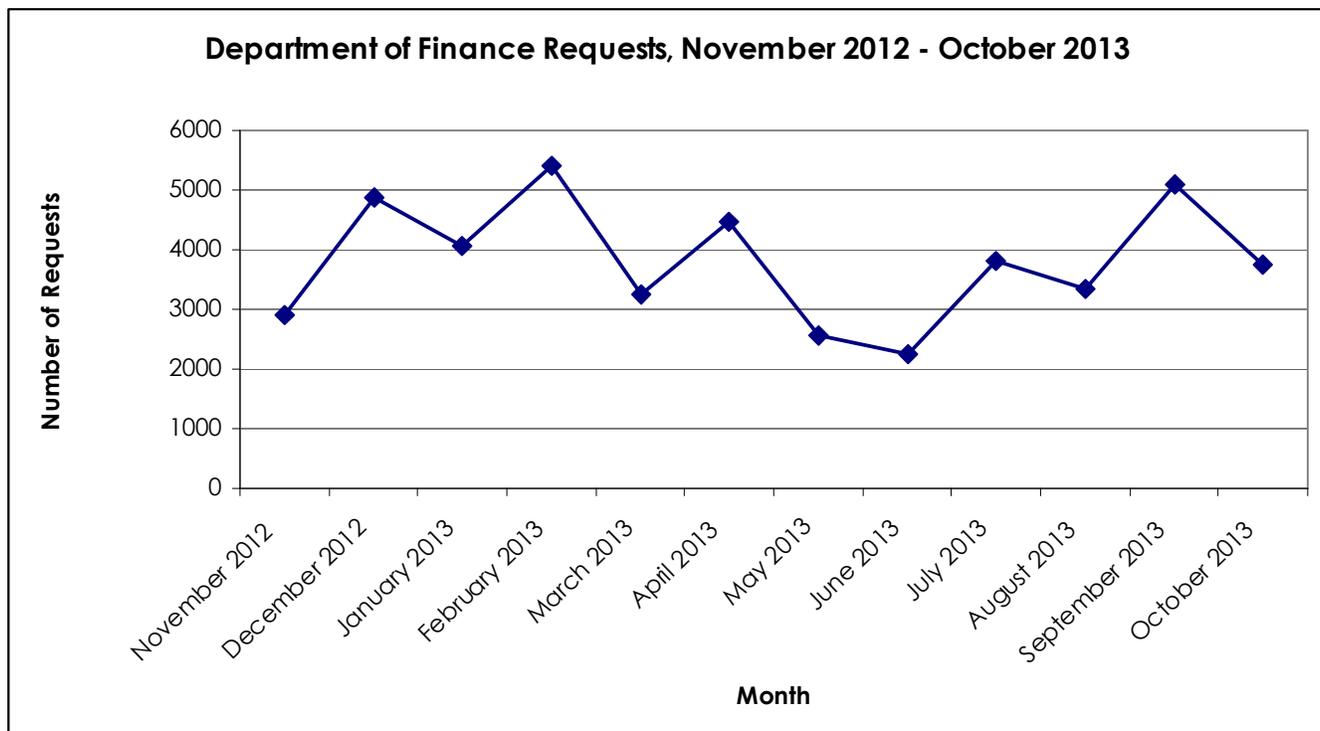
Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours	18,331	Abandoned call rate (target: <5%)	3.84%	Average seconds to answer (target: <20)	33.2
Total requests (inc. phone, web, walk-in)	18,977			Average call duration, seconds (target: <240)	255

MC311 Request Trends 11/3/2013 – 11/16/2013

- On Tuesday, November 12th, MC311 customer services representatives took about two minutes to answer calls, and the abandoned call rate was 14%, greatly exceeding target maximums for these areas. The call center received about 29% more calls that day compared with the average calls received on other days during the two weeks. The call center also exceeded target maximums on Thursday and Friday of the same week.
- Individuals made 268 requests regarding property tax delinquent notices during this two week period, compared with 1 similar request made during the previous period. This category of requests was established in July of this year, and in previous months the total number of requests never exceeded 3.
- Individuals made 163 requests for information on DOT's leaf vacuum program. Each year, the Division of Highway Services collects leaves along approximately 118 miles of roads in the County's leaf collection district beginning in early November.

MC311 Spotlight: Department of Finance

Over the past twelve months, approximately 46,000 MC311 requests were made for the Department of Finance. Over half were requests to discuss property tax bills. Other commonly requested items included information on tax payment methods, information on personal property tax billing, questions about information printed on the tax bill, and Department of Finance divisions and contact information. The chart below shows the number of requests made each month over the past twelve months. February had the highest number of requests, followed by September, December (of 2012) and April.



MC311 Data Summary

December 3, 2013

Data from 11/17/2013 – 11/30/2013 (two weeks)

Top 15 Service Requests

Rank	Dept.	Service Request	#	Previous Period	Council District*				
					1	2	3	4	5
1	FIN	Discuss Property Tax Bill	744	722	68	51	50	39	55
2	DEP	Bulk Trash Pick-Up	738	849	236	34	34	188	223
3	DPS	Schedule DPS Inspections	724	766	86	16	18	34	26
4	DEP	Scrap Metal Pick-Up	584	688	194	56	40	132	151
5	DEP	22 Gallon Bin Drop-Off	481	605	112	135	35	109	87
6	—	MANNA Food Center Referral	409	211	4	52	92	102	69
7	FIN	Property Tax Delinquent Notice	408	268	32	25	24	20	15
8	HHS	Holiday Giving Project Referrals 2013	203	178	2	32	14	33	32
9	POL	Dead Animal Along the Roadway	201	262	70	25	18	33	40
10	DPS	Permit, Plan Review or Inspection Status	181	177	37	9	6	16	19
11	DEP	22 Gallon Bin Pick-up	170	225	50	40	18	29	33
12	DHCA	Landlord Tenant Issues	152	169	19	31	24	27	26
13	DEP	Unacceptable for Collection	124	42	38	25	13	24	23
14	DEP	Field Check for Solid Waste Services	118	115	33	9	4	35	33
15	DOT	Ride On Complaint - Service	112	136	2	6	0	1	0

*Location data are not consistently available for all requests

Top 15 General Information Requests

Rank	Dept.	Information Request	#	Previous Period
1	DOT	Ride On Real Time Arrival Info.	2838	2799
2	DOT	Ride On Trip Planning	536	542
3	DPS	DPS Building Inspector Contact Info.	359	348
4	PIO	MCG Employee Directory Assistance	301	351
5	DOT	Leaf Vacuum Program Information	291	163
6	—	Non-MCG Directory Assistance	175	185
7	FIN	Tax Payment Methods	148	97
8	DEP	Transfer Station Questions	137	116
9	POL	Police Department Information	134	135
10	DEP	How To Recycle/Dispose of Solid Waste	133	143
11	FIN	Information Printed on the Tax Bill	122	93
12	DPS	DPS Location and Hours	115	106
13	DEP	Holiday Schedule for Trash & Recycling	99	404
14	FIN	Personal Property Tax Billing	99	97
15	—	Washington DC 311	79	95

Call Center Performance

Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours	15,781	Abandoned call rate (target: <5%)	1.85%	Average seconds to answer (target: <20)	13.6
Total requests (inc. phone, web, walk-in)	17,898			Average call duration, seconds (target: <240)	250

MC311 Request Trends 11/17/2013 – 11/30/2013

- The total number of requests during this two-week period, 17,898, was 17% lower than the average number of requests made every two weeks since March of this year.
- The numbers of requests for several types of solid waste services during this two-week period decreased from the previous period, including requests for bulk-trash pick-ups, scrap metal pick-ups, and 22-gallon bins.
- Individuals made 409 requests for Manna Food Center referrals during this two-week period, which is 67% higher than the average of 244 requests made every two weeks over the past year. 101 of these requests were made on Monday, November 25th, which is the highest number of requests made on any one day over the past year.
- Requests regarding property tax delinquent notices increased again during this two-week period to 408 requests, compared with 268 similar requests made during the previous period. September 30th is the due date for annual tax bill payments and for the first installment of semi-annual tax bills, and taxes become delinquent on October 1st.

MC311 Spotlight: Solid Waste Services

DEP receives more service requests than any other department, and the vast majority of these requests are for the Division of Solid Waste Services (SWS). The table below shows the top 15 MC311 service and information requests made for SWS over the past year. The table includes the percentages of those requests that met the standard for the maximum number of days it should take to close the request, known as the SLA (service-level agreement).

Solid Waste Requests, December 2012 – November 2013

Rank	Request	SLA (days)*	#	% meeting SLA
1	Bulk Trash Pick-Up	5 or 7	24,987	99.46%
2	22 Gallon Bin Drop-Off (Bottles/Cans/Jars)	10 or 11	18,028	99.99%
3	Scrap Metal Pick-Up	5 or 7	14,862	97.81%
4	How To Recycle/Dispose of Solid Waste	1	5,428	99.94%
5	22 Gallon Bin Pick-up (Bottles/Cans/Jars)	10 or 11	4,636	100.00%
6	Transfer Station Questions	5	3,981	99.97%
7	Holiday Schedule for Trash & Recycling	1	3,973	99.92%
8	Field Check for Solid Waste Services**	10 or 11	3,715	99.08%
9	Unacceptable for Collection (reported by staff)	1	3,671	98.77%
10	Cart Repair (Paper Recycling)	6 or 7	2,377	98.11%
11	Curbside Recycling Questions	1	2,056	99.85%
12	Literature on Residential Trash and Recycling	1	1,771	99.10%
13	65 Gallon Cart Drop-Off (Paper)	15	1,492	96.85%
14	35 Gallon Cart Drop-Off (Paper)	15	1,382	97.03%
15	Same Day***	1	1,350	92.74%

* In some cases the SLA standard was changed over the course of the year

** Field checks are used to investigate issues reported by individuals such as littering by a County collection contractor

*** "Same Day" is used when a resident reports that their items were not picked up on their collection day

MC311 Data Summary

December 17, 2013

Data from 12/1/2013 – 12/14/2013 (two weeks)

Top 15 Service Requests

Rank	Dept.	Service Request	#	Previous Period	Council District*				
					1	2	3	4	5
1	FIN	Discuss Property Tax Bill	1156	744	113	84	65	64	55
2	DPS	Schedule DPS Inspections	846	724	103	21	6	40	31
3	DEP	Bulk Trash Pick-Up	785	738	220	18	58	228	240
4	DEP	22 Gallon Bin Drop-Off	546	481	127	152	34	122	106
5	DEP	Scrap Metal Pick-Up	541	584	159	58	38	130	147
6	—	MANNA Food Center Referral	227	409	0	32	25	62	38
7	DEP	22 Gallon Bin Pick-up	176	170	43	37	11	41	42
8	DPS	Permit, Plan Review or Inspection Status	175	181	30	12	15	15	21
9	DHCA	Landlord Tenant Issues	168	152	19	34	26	25	28
10	POL	Dead Animal Along the Roadway	148	201	22	32	27	25	17
11	DOT	Ride On Bus Stop or Bus Shelter	138	109	0	0	2	0	0
12	DOT	Ride On Complaint - Service	128	112	4	1	1	0	2
13	—	Discuss Property Tax Credits	124	72	0	0	1	0	1
14	FIN	Property Tax Delinquent Notice	115	408	11	3	9	6	5
15	FIN	Overpayment of Tax Account	112	71	4	10	7	4	5

Top 15 General Information Requests

Rank	Dept.	Information Request	#	Previous Period
1	DOT	Ride On Real Time Arrival Info.	3371	2838
2	DOT	Ride On Trip Planning	566	536
3	DPS	DPS Building Inspector Contact Info.	369	359
4	PIO	MCG Employee Directory Assistance	357	301
5	DOT	Leaf Vacuum Program Info.	207	291
6	PIO	County Offices Closed	199	19
7	—	Non-MCG Directory Assistance	185	175
8	FIN	Tax Payment Methods	181	148
9	POL	Police Department Info.	157	134
10	FIN	Information Printed on the Tax Bill	156	122
11	DEP	How To Recycle/Dispose of Solid Waste	144	133
12	DEP	Recycling/Refuse Collection Day	134	38
13	DEP	Transfer Station Questions	132	137
14	HHS	Health Care Reform	129	62
15	—	Maryland District Court Info.	121	35

*Location data are not consistently available for all requests

Call Center Performance

Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours	19,103	Abandoned call rate (target: <5%)	1.59%	Average seconds to answer (target: <20)	11.9
Total requests (inc. phone, web, walk-in)	20,598			Average call duration, seconds (target: <240)	220

MC311 Request Trends 12/1/2013 – 12/14/2013

- The numbers of several types of requests for the Department of Finance related to tax payments increased during this two-week period; for example, requests to discuss property tax bills increased by 55% from the previous period and requests for refunds due to overpayment of a tax account increased by 58% from the previous period.
- At the same time, the number of requests regarding property tax delinquent notices decreased significantly from the previous period, from 408 requests to 115 requests.
- Individuals made 121 requests for information on the Maryland District Court during this two-week period, compared with only 35 requests made during the previous period. The average number of similar requests made every two weeks over the past year was 55.
- Individuals made 129 requests to MC311 regarding health care reform, compared with an average of 66 similar requests made during the previous three periods. January 1, 2014 is the earliest date that health insurance plans purchased through Maryland's new health insurance exchange can be effective.

MC311 Spotlight: Ride On Complaints

Over the past two years, DOT received an average of 566 complaints every month regarding Ride On service, driver behavior, or other issues. The chart below shows that complaints peaked in May of 2012 at 713 total complaints. During the past year, January had the highest number of complaints, 644, while August had the lowest number at 395.

